



Welcome to the Regional Cancer Centre Patient and Family Handbook



Thunder Bay Regional
Health Sciences
Centre



A SPECIALTY



PHARMACY

For Cancer Treatment

In person
consultation with
the oncology
pharmacy team

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your cancer
therapy in
one place

Working closely with your
cancer team to ensure
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Help navigate
drug insurance
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We are here to help. Come meet your pharmacy team today!
Located on the 3rd floor Cancer Centre

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Getting Started

Welcome to the Regional Cancer Centre. This handbook gives you important information about the Centre, the services provided, and the people who work here. The Regional Cancer Centre is part of Regional Cancer Care Northwest which provides cancer care and services to clients throughout Northwestern Ontario. The Regional Cancer Centre is located at the Thunder Bay Regional Health Sciences Centre. View the website: www.tbrhsc.net

Thunder Bay Regional Health Sciences Centre is committed to providing patient services in French as well as English. Please ask a member of your healthcare team if you would like service in French, including a French version of this handbook. Thunder Bay Regional Health Sciences Centre and its grounds are Smoke Free and Fragrance Free. Please do not wear or bring perfume, cologne, aftershave or other scented products. To help protect yourself and others from infection, please use hand sanitizer found throughout the Centre.

Getting to the Regional Cancer Centre

Regional Cancer Centre

980 Oliver Road

Thunder Bay, Ontario, P7B 6V4

Main Reception: 807-684-7200

Toll Free: 1-877-696-7223

Parking at the Regional Cancer Centre

Arriving at our Hospital, parking can be accessed from either Golf Links Road or Oliver Road. For appointments at the Regional Cancer Centre we recommend you park in lot A1 or short term metered parking close to the doors.

You can purchase unrestricted daily (24hour), weekly or monthly passes which sometimes can be more affordable if you are attending the hospital often. Parking passes can be purchased with cash or credit card (not interact) from the parking kiosks. Questions about parking can be directed to the Security Office beside the Information Desk across from the revolving doors in our Hospital's main entrance.

Review our Hospital website www.tbrhsc.net or call 807-684-6509 for information about parking and paying for parking at Thunder Bay Regional Health Sciences Centre.

Wheels of Hope: Volunteer Driver Program

Sometimes simply getting to treatment can be difficult. If you can't afford the cost of travel, or if you are not physically well enough to use public transportation, the Canadian Cancer Society can help. The Canadian Cancer Society, Wheels of Hope Transportation Service assists eligible clients and an escort (if required) with their short-term travel to attend cancer-specific medical appointments or supportive care services that is delivered by a professional recognized by Ontario's Health Care System. Patients must declare a financial, physical or emotional need for service.

- Volunteer drivers provide return trips for patients from their home to treatment centres.
- New patients who register for volunteer driver provided transportation are required to pay an annual registration fee. Patients 18 years or younger are exempt.
- If unable to pay the full registration fee, you may be eligible for assistance through the Canadian Cancer Society's compassionate program.
- To register or for more information call 1-800-263-6750.

Read more: <http://www.cancer.ca/en/support-and-services/support-services/transportation-on/?region=on#ixzz4fwDe9BLq>

Northern Health Travel Grant

The Northern Health Travel Grant helps pay some of the travel-related expenses for those who need to travel 100km or more to receive specific medical services. The Northern Health Travel Grant is available from your family doctor or cancer doctor's office. For help accessing the Northern Health Travel Grant Program:

- Talk to your cancer care team or phone our Supportive Care Program at 807-684-7310 or toll free at 1-877-696-7223 ext. 7310.
- Find out more about the Northern Health Travel Grant or print a copy at <http://www.forms.ssb.gov.on.ca/mbs/ssb/forms/ssbforms.nsf/FormDetail?OpenForm&ACT=RDR&TAB=PROFILE&ENV=WWE&NO=014-0327-88>

First Nations and Inuit Health: Non-Insured Health Benefits

Health Canada's, Non-Insured Health Benefits Program provides coverage for medical transportation and other health services for eligible First Nations people and Inuit.

- If you require health related services contact your local Health Centre or Band Office or phone Health Canada's, First Nations and Inuit Health, [General Inquires Information Line](#) at 1-800-640-0642.
- View their website www.hc-sc.gc.ca

Accommodation

Tbaytel Tamarack House

5th Floor, Medical Centre
984 Oliver Road, Thunder Bay
Phone: 807-684-7799
Tamarack@tbh.net

Tbaytel Tamarack House provides accommodation and a “home away from home” for cancer patients and their families living more than 100km from the Regional Cancer Centre. Tamarack House is located next door to the Regional Cancer Centre. For information or to stay, phone Tbaytel Tamarack House directly.

- Eligibility - residents must be independent in their daily activities.
- Rooms are available on a first-come, first-served basis.
- A full kitchen is available. Residents are responsible for their own meals.
- Includes comfortable lounge areas, and laundry facilities.

Finding Accommodation Close to the Regional Cancer Centre

Information about accommodation located close to the hospital can be found on our Hospital website www.tbrhsc.net/home/indigenous-health-services/information-indigenous-patients-families-communities/

Your Appointments

Your First Appointment

The Regional Cancer Centre’s, Main Reception is located on Level 2 of our Hospital.

Enter Thunder Bay Regional Health Sciences Centre through its Main Entrance (revolving doors). Once inside, go to the left and ahead you will find the entrance to the Regional Cancer Centre. Go through these doors to find the Regional Cancer Centre’s, Main Reception Desk where you will “check-in” for your appointment. The Regional Cancer Centre has Patient Waiting Areas located on both Level 2 and Level 3. The clerk who registers your arrival will also direct you to the correct location to wait for your appointment.

An orientation to our Regional Cancer Centre and its services will occur just prior to your first appointment with the doctor.

Orientation

Our volunteers wearing *green* lanyards will welcome you and provide a brief 10 minute orientation, helping you become familiar with the Regional Cancer Centre. After the volunteer orientation our Supportive Care team member will provide a 15 minute orientation about:

- How you and your family access emotional, practical, nutritional, and smoking cessation services.
- How to complete *Your Symptoms Matter* assessment. This assessment asks about how you are feeling, and helps us better manage any symptoms you may be experiencing.

Meeting with your Care Team

After orientation, you will meet with a nurse and cancer doctor. Together with you, they plan your treatment and co-ordinate any tests and services you may need. The doctor and nurse will ask questions about your present and past health. This is the time to talk about your health and any concerns.

Although your doctor or surgeon has sent your medical information to the Regional Cancer Centre, the cancer doctor may need more information, tests or blood work to plan your treatment. You may also need to see other team members for more discussion and review of treatment options.

There is a lot of information to absorb. **We recommend you bring a family member or friend to all appointments to listen and take notes.**

Key points:

- You will be given written information.
- You may need to make decisions to help your care team plan your treatment.
- You may need to sign consent forms. If you find the forms too confusing, please let us know.
- If you do not need treatment at this time, you may be asked to come back for a follow-up appointment.

What to bring to all of your medical appointments

- Health card (you will need to show this card at every appointment).
- Family doctor's name and phone number (will be confirmed at each appointment).
- Your address and phone number (will be confirmed at each appointment).
- The name and phone number of at least 2 contact people if we cannot reach you about an appointment change.
- Reading glasses, notebook and pen – write down questions you wish to discuss.
- Portable oxygen if you need it to travel to and from the Regional Cancer Centre
- Prescription medications in their original containers including, drops, creams, inhalers.
- Vitamins, herbal products or other treatments you are using.
- Over-the-counter or non-prescription medications.
- Any medication you need during the day such as for pain, diabetes and smoking cessation.
- Feel free to bring snacks. Light refreshments are provided by the volunteers.

Future appointments

Always arrive at least 10 minutes early and bring your Health Card to each appointment. Check in with the clerk at the reception desk. You will be asked to confirm your address, phone number, preferred pharmacy and family doctor.

After registering with the clerk, you must complete the *Your Symptoms Matter* assessment on the computer or iPad. Volunteers and staff are trained to help you log on to this program.

The computer or iPad may prompt you to complete a short patient experience survey called *Your Voice Matters*. This survey gives you the chance to share your thoughts about each visit to the Regional Cancer Centre. Please share your experience in this survey so that, together, we can improve the patient experience for everyone.

Meeting with your nurse and cancer doctor, they will review your medications, ask questions about your health, how you are doing and may do a physical examination. You may have other appointments within the Regional Cancer Centre.

Appointment changes

We try hard to make sure that your appointments go ahead as planned but changes can happen. We will give you as much notice as possible if your clinic appointment needs to be changed. Your doctor works as part of a group and you may on occasion see a different doctor. Appointments can be mailed to you up to one year in advance, so **please mark these appointments in your calendar**.

If you need to change or cancel an appointment, call the Regional Cancer Centre as soon as possible. You must call at least 24 hours ahead of time. Phone 807-684-7200 or toll free 1-877-696-7223.

Telemedicine Services

Telemedicine Services uses special video monitors and equipment. This service connects patients with doctors and healthcare professionals so patient do not travel long distances to healthcare appointments.

- Patients living in Northwestern Ontario may be scheduled to visit their local hospital or clinic to use the Ontario Telemedicine Network (OTN) or the Keewaytinook Okimakanak Telemedicine Network (KOTM, serving Indigenous communities).
- These telemedicine systems make it easy for patients to participate in healthcare appointments with their doctor and other healthcare professionals.

For more information about Telemedicine Services, speak to you healthcare team.

Tests and Lab results

We understand that waiting for test results can be difficult. Test and lab results are usually given during clinic appointments or you may be called at home.

Our lab is located in the Regional Cancer Centre on Level 3.

- Please arrive at the scheduled time of your lab appointment.
- If you do not already have an appointment scheduled, it is best to come in the afternoon when the lab is less busy.
- If you are going to the Chemotherapy Unit for treatment, lab work may be done on a different day, prior to the day of your chemotherapy treatment.

Please note that this lab is only to be used for tests ordered by your Regional Cancer Care doctor. Tests ordered by your family doctor must be done at a community lab.

Cancer Care Team Members

Many different health care staff may be involved with your care. Your cancer care team may consist of cancer doctors, nurses, pharmacists, radiation therapists, counsellors with specialties in social work or psychology, a registered dietitian, support staff and students from these disciplines who are training to become health care providers. These specialists are skilled in cancer diagnosis, treatment, clinical trials, pain and symptom management, supportive care and palliative care.

You are the most important member of the team. We encourage you and your family to ask questions and participate in discussion with the health care team. **We also advise that you stay in touch with your family doctor or nurse practitioner regarding your treatment and overall health.**

Cancer Treatments

There are 3 major ways to treat cancer. You may need one of these treatments or a combination of them. You and your health care team will work together to develop a treatment plan that is best for you. Your treatment is tailored to you and may include:

Surgery

- Removes the tumour or area where the cancer is located.
- If your treatment plan includes surgery, you will meet with your surgeon or interventional radiologist to go over any health issues or concerns.

Chemotherapy

- Uses medications to treat your cancer.
- Your treatment team will determine the type of chemotherapy you may need.
- Your cancer care team will teach you how to care for yourself while receiving chemotherapy.
- A chemotherapy education session will be booked for you and one family member. It is important that you attend.
- Anytime you have questions about your medications, it is important that you ask your cancer care team.

Radiation Therapy

- Uses high-energy x-rays or particles to damage or destroy cancer cells.
- The type of radiation treatment you may need will be determined by your treatment team.
- The cancer care team will teach you how to care for yourself while receiving radiation therapy treatment.
- Radiation therapy treatment is usually given daily Monday to Friday, over many weeks. Treatment is not scheduled on weekends or statutory holidays.
- Each treatment may take 15 to 45 minutes.

Clinical Trials

A clinical trial is a type of research study that helps to find new ways to diagnose, treat, manage or prevent cancer. Cancer clinical trials test new drugs, new approaches to radiation or surgery or any combination of these. Screening trials try to find better ways to detect cancer early.

- Participation in clinical trials is voluntary.
- If you are interested in knowing what clinical trials are available please ask your doctor.

For information about clinical trials, please call us at 807-684-7566 or toll free 1-877-696-7223 ext. 7566. Visit www.ItStartsWithMe.ca for general clinical trials information.

Pharmacy

The pharmacy team works closely with our cancer doctors and other members of the health care team to ensure patients on treatment have the most appropriate drug therapy. Pharmacists are an excellent resource. They provide education to help patients feel confident to manage their drug therapy. Pharmacists can provide you and your family with information about:

- chemotherapy drugs:
 - injections given by the nurse in the Cancer Centre
 - chemotherapy pills taken by mouth at home,
- side effects of chemotherapy and management of the symptoms,
- potential interactions with other medications,
- herbal or natural health products information.

If patients are prescribed oral chemotherapy (pills taken by mouth) they will be asked to speak with our pharmacist at an arranged appointment.

What to bring to your appointment with the Pharmacist:

- A list of your current medications including prescription drugs (pills, patches inhalers, eye/ear drops, creams, injections). Alternatively bring all your current medications in their original packages.
- Vitamins, herbal products or other treatments you are using.
- Over-the-counter or non-prescription medications.
- Any medication you need during the day such as for pain, diabetes and smoking cessation.
- Detailed information about any drug allergies you have, including when you found out about the allergy, what happened and how it was managed.
- Reading glasses, notebook and pen – write down questions you wish to discuss.

Supportive Care

Drug Access Navigator

Prescription drug access is an important part of your cancer treatment. The Drug Access Navigator will help you to access the most appropriate prescription drug coverage, whether through government programs, your insurance company or through a compassionate program.

The Drug Access Navigator can help:

- If you are not sure your medication is covered.
- If you have no insurance.
- When you cannot afford your medications.
- If you have questions about prescription drug coverage.

For help to obtain drug coverage, phone 807-684-7269 or toll free 1-877-696-7223 ext 7269 to speak with the Drug Access Navigator.

Indigenous Patient Navigator

The Indigenous Patient Navigator is available for guidance and support when you and your family are unfamiliar with medical systems, do not speak English, or have travelled a long distance for treatment.

Services include:

- Translation services in Cree, Oji-Cree and Ojibwe.
- Support before, during or after medical appointments.
- Linking patients and families to helpful community resources.
- Providing information and education in a culturally sensitive way.
- Liaison or advocate for you and your family with your health care team.

Phone the Indigenous Patient Navigator directly at 807-684-4324 or toll free 1-877-696-7223 ext.4324.

Registered Dietitian

Good nutrition is important to give you energy, keep you strong, and support your immune system during and after treatment. Sometimes, nutrition-related problems can occur due to the cancer itself, or the effects of treatments such as radiation therapy, chemotherapy, and surgery, making it difficult to stay well nourished.

The Registered Dietitian has unique skills and training to help you manage nutrition-related problems, and answer questions about your diet and nutrition needs. Registered Dietitians, who are regulated by the College of Dietitians of Ontario, work closely with doctors, nurses and other members of your health care team.

The Registered Dietitian provides evidence-based nutritional care for people who:

- have difficulty eating due to decrease in appetite, nausea, vomiting, difficult or painful swallowing, taste changes, dry mouth, constipation, diarrhea, or other symptoms
- are losing or gaining weight unintentionally
- need to change their diet to manage side effects of treatment
- require tube feeding
- have questions about diet and nutrition recommendations for specific types of cancer or cancer treatments

To make an appointment with the Registered Dietitian, phone 807-684-7310 or toll free 1-877-697-7223 ext 7310.

For more information on nutrition and cancer, view our hospital website www.tbhrsc.net/regional-cancer-care/information-for-patients/support-services/ to access these printable brochures.

[Eating Guidelines For After a Cancer Diagnosis](#)

[Eating Guidelines for Cancer Survivors](#)

Social Work and Psychology

Counsellors with specialties in social work and psychology provide free and confidential services for cancer patients and their families.

Counsellors can help you and your family to:

- cope with stress and worry when there is illness in the family.
- access cancer support groups locally or on-line www.cancerchatcanada.ca
- cope with loss, grief and bereavement.
- help you to quit smoking or reduce tobacco use.
- access financial resources and income replacement if you are off work.
- help you access travel & lodging resources if you are required to attend a medical appointment outside Northwestern Ontario.

For information or to make an appointment with one of the counsellors, phone 807-684-7310 or toll free 1-877-697-7223 ext 7310.

Voice Amplifiers

If you require an aid to help you hear the voice of your doctor, nurse or health care team member, please ask a team member for this. Voice amplifiers are available at the Regional Cancer Centre that you can use.

Clinics and Programs

BLISS Clinic: Balancing Life, Intimacy, Sexuality and Survivorship

The BLISS Clinic is a nurse-led sexuality clinic designed to help patients and/or family members who are dealing with intimacy and sexuality concerns as a result of cancer treatment.

- The nurse will work with you to find solutions for any physical or emotional issues you are facing.
- This nurse-led clinic may involve other members of the health care team, including counsellors and doctors.

For more information or to book an appointment phone 807- 684-7200 or toll free 1-877-696-7223.

Look Good, Feel Better

A free Look Good, Feel Better workshop can help you feel more like yourself. This two-hour workshop is open to women facing all types of cancer and all types of treatment. At this workshop you will:

- learn about cosmetic hygiene, skin care, cosmetics, sun care, and hair alterations,
- receive support and guidance from the program's expert volunteers,
- connect with other women facing cancer,
- take home a complimentary kit of cosmetics and skin care products.

For information and to register for a workshop, contact Supportive Care at 807-684-7310 or toll free 1-877-696-7223 ext 7310. Learn more at www.lgfb.ca

Lymphedema Clinic

The Lymphedema Clinic is available for cancer patients who develop or are at risk for lymphedema. A registered physiotherapist trained in lymphedema will develop a customized treatment plan and help you set goals focused on learning lymphedema prevention and self-management skills.

The Clinic can authorize Ministry of Health funding for compression modification devices, covering a portion of the cost. Patients travelling from the region may apply for the Northern Health Travel Grant to attend this Clinic at Thunder Bay Regional Health Sciences Centre.

Appointments are scheduled in-person for in-patients and out-patients. If you live in the region, appointments can be arranged using teleconferencing technology. Ask your physician about being referred. Physicians: fax referrals to 807-684-5835 or phone 807-684-6270.

Palliative Pain and Symptom Clinic

The Palliative Pain and Symptom Clinic provides excellent pain and symptom management for people living with cancer, as well as, assessing the psychosocial, emotional and spiritual needs of patients and their loved ones. The goal is to improve the quality of living and dying for patients and their families who are coping with challenging, advanced or life threatening illness.

The team works together with patients and families, providing pain and symptom management regardless of the stage of the patient's disease.

Patients and families can meet with the team in a few different ways:

- in-person at the Regional Cancer Centre,
- connecting through videoconference from a health facility near the patient's home,
- connecting from home using an iPad or tablet and videoconferencing technology.

If you would like to be referred to the Palliative Pain and Symptom Clinic, talk to your health care provider. If you have questions phone 807-684-7202 or toll free 1-877-696-7223 ext. 7202 or email at palliativecareteam@tbh.net

Transition Clinic

When your treatment is complete you may no longer need to see a cancer doctor for your follow-up care. Your cancer doctor will connect you with the Transition Clinic. The Transition Clinic team will arrange an appointment with you to review your health and treatment summary and recommendations for continued follow-up care with your primary health care provider.

At this appointment you will:

- learn long-term strategies for monitoring your health,
- learn how to address and manage side effects from cancer treatment,
- learn how to monitor your health for cancer recurrence.

- be given a copy of your treatment summary and recommendations for follow-up. The same document is provided to your primary health care provider (family doctor, family health care team or nurse practitioner).

After transitioning from the Regional Cancer Centre, you can continue to access our patient and family services as needed. Services include supportive care counsellors, registered dietitian, educational resources, supportive clinics and other services listed in this guide.

Wondering about cancer support services? Phone 807-684-7310, toll free 1-877-696-7223 ext. 7310, or visit www.tbrhsc.net/programs-services/regional-cancer-care for information on our services.

WE-Can: Wellness and Exercise Program

WE-Can is a 10 week wellness and exercise program for individuals living with cancer. This program is offered to patients of the Regional Cancer Centre who are in active treatment or up to five years post-treatment.

This program offers:

- individualized exercise programs,
- a positive support network with others undergoing similar cancer treatment,
- a safe, private, small group environment,
- supervision by certified exercise professionals.

A referral from your cancer doctor or primary care provider is required. For more information, speak to any member of your healthcare team about a referral to the program or contact the WE-Can program directly 807-684-7221 email: gillisk@tbh.net

Patient Education

Patient and Family Resources Areas

Patient and Family Resource Areas are located in the Regional Cancer Centre waiting rooms on Levels 2 and 3. In these locations you will find pamphlets and booklets on a wide range of topics including types of cancer, cancer treatment and support services. Please help yourself to these resources. If you require help to search for information, ask your health care team member or a volunteer who would be pleased to assist you.

Patient Symptom Management Guides

Cancer Care Ontario's, Patient Symptom Management Guides provide information to help you to manage cancer related symptoms. These guides focus on individual topic areas including: pain, fatigue, nausea and vomiting, loss of appetite, diarrhea, constipation, shortness of breath, mouth problems, depression and anxiety.

- Find copies of these guides in the Cancer Centre's waiting areas, or ask any member of your care team to if you would like a printed copy.
- Copies of these Patient Symptom Management Guides can be printed from our hospital website www.tbrhsc.net/programs-services/regional-cancer-care/information-for-patients/patient-education/

Thunder Bay Regional Health Sciences Centre

1A Oncology Unit

1A Oncology is our medical unit containing dedicated oncology beds for patients who require hospitalization during their cancer treatment. For information about 1A Oncology, view our Hospital website www.tbrhsc.net/programs-services/regional-cancer-care/information-for-patients/patient-education for a *Patient & Family Guide to 1A-Oncology*.

Cancer Screening

Learn more about cancer screening on the hospital website www.tbrhsc.net

Community Resources

If you require help connecting with community resources, call Supportive Care and ask to speak with one of our social workers. Phone direct at 807-684-7310 or toll free at 1-877-696-7223 ext. 7310.

Personal Finances

You may need to take time off work when you are ill. It is important to find out what types of benefits you can apply for to replace lost income when you are off work. Applying and being approved for benefits can take time so we encourage you to review this right away. Check with your employer to determine if you have sickness or disability benefits and ask them how you can apply for these benefits.

Government Programs

You may be eligible to apply for financial support through one of these government programs that support illness and disability.

Service Canada

www.servicecanada.gc.ca

- Employment Insurance (EI) and Sickness Benefits
- Compassionate Care Benefits
- Canada Pension Plan (CPP)
- Disability Application (CPP-D) and Disability-Terminal Illness Application

Ontario Works

www.mcass.gov.on.ca

- Municipal program offered through your local Social Services

Ontario Disability Support Program

www.mcass.gov.on.ca

- Provincial program offered through the Ministry of Community & Social Services

Ontario Drug Benefits Program (ODB)

www.health.gov.on.ca

- Drug programs, including Trillium Drug Program, through Ministry of Health & Long-Term Care.

First Nations and Inuit Health: Non-Insured Health Benefits

www.hc-sc.gc.ca

The Non-Insured Health Benefits Program is Health Canada's national, medically necessary health benefit program that provides coverage for a specified range of drugs, dental care, vision care, medical supplies and equipment, mental health counselling and medical transportation for eligible First Nations people and Inuit.

If you require health related services contact your local Health Centre or Band Office, or phone Health Canada's, First Nations and Inuit Health, General Inquires Information Line at 1-800-640-0642.

www.Cancerandwork.ca

This website addresses the unique needs of cancer survivors who are returning to work, changing jobs or looking for work. The website provides information, resources and interactive tools for cancer survivors, healthcare providers and employers.

Canadian Cancer Society

www.cancer.ca

The Canadian Cancer Society provides educational materials for cancer patients and families, as well as, information and support services, i.e., peer support and transportation services. If you are living with cancer or are the family member of someone living with cancer, phone: 1-888-939-3333 (provincial), or locally, call:

- Northwest Region and Thunder Bay Offices
1093 Barton St. Thunder Bay, Ontario, P7B-5N3
Phone: 807-344-5433, toll free: 1-800-227-5557

Home and Community Care: North West Local Health Integration Network

www.healthcareathome.ca/northwest

Serving Northwestern Ontario covering the Thunder Bay and Rainy River district as well as the Kenora district with the head office located in Thunder Bay. Home and Community Care (NW LHIN) offers a wide-range of healthcare services and resources to support patients at home.

- General inquires and to request services: toll free at 310-2222 – no area code is required.
- In Thunder Bay, phone directly at: (807) 345-7339

Translation and Interpretation Services

Thunder Bay Regional Health Sciences Centre

www.tbrhsc.net/home/caring-for-patients-families/services-in-other-languages/

- Our Hospital is committed to providing patient services in French as well as English. Please let a member of your healthcare team know if you would like service in French. If you require an interpreter in any other language, please ask a staff member and we will do our best to assist.

Thunder Bay Multicultural Association

www.thunderbay.org

- Provides Interpreters and Translators for multi-lingual requests including health care, social services, legal issues, counselling and other services. Phone: 807-345-0551, toll free 1-866-831-1144

L' Accueil francophone de Thunder Bay

www.accueilfrancophone.com

- Offers interpretation services between French-speaking clients and health care professionals in a confidential and professional manner. Phone: 807-684-1940

Ontario Interpreting Services

- Book an American Sign Language (ASL), Langues de Signes Quebecois (LSQ) interpreter by contacting Ontario Interpreting Services: Phone 1-855-656-3748, TTY: 1-877-843-0368, Skype: callous.chs, fax 1-855-656-3750 or email requests@oischs.ca
- Emergency Interpreting Services are available 24 hours per day, 7 days per week. Phone 1-866-256-5142, TTY: 1-866-831-4657, email: ois@answerplus.ca or SMS/Text: 1-905-971-0564 (charge may apply).

