

Welcome to the Regional Cancer Centre Patient and Family Handbook



Thunder Bay Regional
Health Sciences
Centre

980 Oliver Road
Thunder Bay, ON
Canada P7B 6V4

Telephone:
807-684-6000
www.tbrhsc.net

Getting Started

Welcome to the Regional Cancer Centre. This handbook gives you important information about our services and the people who work here. The Regional Cancer Centre is part of Regional Cancer Care Northwest, providing cancer care and services to clients throughout Northwestern Ontario. The Regional Cancer Centre is located at the Thunder Bay Regional Health Sciences Centre.

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.

Hospital 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, access parking from either Golf Links Road or Oliver Road.

- For appointments at the Regional Cancer Centre we recommend you park in Lot A1 ( Eagle) or short-term metered parking close to the doors.
- If these areas are full, there are more patient parking lots close to our doors. Go to Lots B1 ( Bear) or B2 ( Moose). All of these parking lots are closest to the Regional Cancer Centre doors.

You can purchase unrestricted daily (24hour), weekly or monthly passes which sometimes can be more affordable if you are attending the hospital often. 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 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 are delivered by professionals 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.
- For more information call 1-807-344-5433 (local) or 1-888-939-3333. Read more on their website: www.cancer.ca

Northern Health Travel Grant

The Northern Health Travel Grant helps pay some travel-related expenses for patients traveling 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 the form www.forms.ssb.gov.on.ca

First Nations and Inuit Health: Non-Insured Health Benefits

Health Canada's, Non-Insured Health Benefits Program provides coverage for medical transportation and 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. Retail food and beverage outlets, located in the Thunder Bay Regional Health Sciences Centre provide healthy food options as an alternative to cooking at Tamarack House.
- Includes comfortable lounge areas and laundry facilities.
- Tamarack House charges a small fee to stay there.

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

Please check in for your first appointment at the Regional Cancer Centre’s Main Reception Desk, located on Level 2 of our Hospital:

- Enter the Hospital through its Main Entrance revolving doors.
- Once inside, go directly ahead and to the left and you will find the entrance to the Regional Cancer Centre.
- Go through these doors to find the Regional Cancer Centre’s Main Reception Desk. This is where you will “check-in” for your appointment.
- You must present your Health Card at every visit.
- 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, provide information about the Regional Cancer Centre and escort you to the correct patient waiting area.

After the volunteer orientation, a Supportive Care team member will provide a 15 minute orientation. They will:

- teach you to complete the **Your Symptoms Matter** assessment. When you complete this assessment, it helps your Care Team to better manage any symptoms you may be having.
- explain how you and your family can access emotional, practical, nutritional and other support services.

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 (to show at every appointment).
- Family doctor's name and phone number.
- Your address and phone number (confirmed at each appointment).
- The name and phone number of at least 2 contact people if we cannot reach you about an appointment change.
- Glasses, note pad and pen, to write down questions you may have.
- Portable oxygen (if you need it to travel to 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 may need during the day, such as, for pain, diabetes or smoking cessation.
- Feel free to bring snacks. Light refreshments are provided by the volunteers. Retail food and beverage outlets, located in the Thunder Bay Regional Health Sciences Centre provide healthy food options as well.

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. Ask the volunteers for help to log on.

The computer or iPad may also prompt you to complete a short patient experience survey called **Your Voice Matters**. This survey asks you 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.

Meet 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 at 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 team and you may on occasion see a different doctor.
- Appointments can be mailed to you up to one year in advance. **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 48 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 your care 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 have an appointment scheduled, come anytime between 8:30 AM and 4:30 PM for lab work.
- Check in at the Reception Desk.
- If you have been given a lab slip, please bring it with you.
- If you are going to the Chemotherapy Unit for treatment, lab work must 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, or radiation therapists
- psychosocial oncology specialists: social worker, psychologist, registered dietitian, or registered physiotherapist trained in lymphedema treatment
- support services: indigenous patient navigator and drug access navigator
- students training to become health care providers

Members of this health care team 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 about your care 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/ Immunotherapy

- Uses medications to treat your cancer.
- Your cancer treatment team will determine the type of chemotherapy/immunotherapy you may need.
- Your cancer care team will teach you how to care for yourself while receiving chemotherapy/immunotherapy.
- A chemotherapy/immunotherapy 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

Our Regional Cancer Centre cancer doctors actively conduct and participate in Clinical Trials. A Clinical Trial is a type of research study that helps to find new methods for diagnosing, treating, managing and preventing cancer. Your medical record may be reviewed by your cancer doctor and a Clinical Research Nurse to check if you are eligible to be offered participation in one of our current trials. Choosing to participate in a Clinical Trial is completely voluntary.

For information about clinical trials, please call us at 807-684-7566 or toll free 1-877-696-7223 ext. 7566. You can also visit our Hospital's Clinical Research Services Department webpage: <http://www.tbrhsc.net/>

research/clinical-research/

Pharmacy

The pharmacy team works closely with our cancer doctors and other health care team members to ensure patients have the most appropriate drug therapy. Pharmacists are an excellent resource, providing education to help patients feel confident to manage their drug therapy. Pharmacists provide information about:

- chemotherapy/immunotherapy:
 - injections given by the nurse in the Regional Cancer Centre
 - chemotherapy/immunotherapy 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 you should 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, including, when you found out about the allergy, what happened and how it was managed.
- Glasses, notebook and pen to write down questions you want to discuss.

TBRHSC Specialty Pharmacy

Our hospital has a specialty pharmacy that supports cancer care. Patients can take prescriptions for cancer treatment to this pharmacy to be filled. The specialty pharmacy provides many services to cancer patients:

- The pharmacy carries specialized oncology (cancer) medications and supportive medications (anti-nausea medication, specialty mouthwashes, injections).
- Pharmacists trained in oncology (cancer) provide patients with private one-to-one consultations.
- Pharmacy team members work closely with your cancer care team. They monitor for drug interactions and side effects.
- They will help you to navigate

drug coverage.

- When you have a complicated medication schedule, our pharmacy uses compliance packaging. This type of packaging helps to ensure you take all of your medication correctly.

The Specialty Pharmacy is located on Level 3 of the Regional Cancer Centre

Hour of Operation: Monday to Friday 9 am – 5 pm

Phone: (807) 684-7242

Email: specialtypharmacy@tbh.net

Supportive Care

Psychosocial Oncology Specialists

Social Work and Psychology

Social Workers and Psychologists provide free and confidential counselling services for people living with cancer and their families.

Social Workers and Psychologists can help you and your family:

- cope with stress and worry when there is illness in the family
- learn cognitive-behavioral self-management and self-care skills
- access cancer support groups locally or online such as www.cancerchatcanada.ca
- cope with loss, grief and bereavement
- access community resources if you

require assistance.

For information or to make an appointment with the Social Worker or Psychologist, please phone (807) 684-7310 or toll-free 1-877-696-7223 ext 7310.

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.

The Registered Dietitian has unique skills and training to help you manage nutrition-related problems, and answer questions about your diet and nutritional 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
- have questions about vitamin and mineral supplements
- want to improve their overall health through healthy food choices.

For information or to make an appointment with the Registered Dietitian, please phone (807) 684-7310 or toll-free 1-877-696-7223 ext 7310.

Registered Physiotherapist

Lymphedema is swelling that is caused by a large amount of lymph fluid in the tissues. A registered physiotherapist trained in lymphedema treatment helps people living with cancer who develop or are at risk of developing lymphedema.

The registered physiotherapist meets with patients to:

- complete a lymphedema assessment
- develop a customized treatment plan
- teach lymphedema prevention and self-management skills
- authorize Ministry of Health funding for compression modification devices, covering a portion of these costs.

Appointments are scheduled

in-person for in-patients of our Hospital and for out-patients who live locally. If you live in the region, appointments can be arranged using teleconferencing technology.

Talk with your doctor if you are concerned about being at risk of developing lymphedema or if you feel you may have lymphedema. Ask about being referred to the registered physiotherapist. Doctors fax referral forms to (807) 684-5835. For more information, please phone (807) 684-6270.

Other Psychosocial Specialists

Many patients require additional specialized services, such as:

- occupational therapy
- psychiatry
- speech language pathology
- spiritual care

Please speak with your health care team about an appropriate referral.

Support Services

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, and/or have travelled a long distance for treatment.

Services include:

- translation and interpretive services in Cree, Oji-Cree and Ojibwe

- support before, during, and after medical appointments
- linking patients and families to helpful community resources
- providing information and education in a culturally sensitive way
- liaising or advocating for you and your family with your health care team.

To contact the Indigenous Patient Navigator, please phone (807) 684-4324 or toll-free 1-877-696-7223 ext 4324.

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 possibly through a compassionate program.

The Drug Access Navigator can help if you:

- are not sure your medication is covered
- do not have medical/private insurance
- cannot afford your medications
- have questions about prescription drug coverage
- have a co-payment (certain drugs may be eligible for assistance)

For help to obtain drug coverage, please phone (807) 684-7269 or

toll-free 1-877-696-7223 ext 7269 to speak with the Drug Access Navigator.

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,

- be given a complimentary kit of cosmetics and skin care products to take home.

For information and to register for a workshop, contact Supportive Care at 807-684-7310 or toll free 1-877-696-7223 ext 7310. Website: 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.

- Read more about the services provided by our Registered Physiotherapist (details are two pages back in this handbook). 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 limiting 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

Smoking Cessation Services

Smoking cessation (tobacco) services are offered to all cancer patients and their families through the Regional Cancer Centre. Your nurse or doctor at the cancer centre will ask you if you smoke. If you are smoking tobacco, a referral will be sent to our Nurse Practitioner. The Nurse Practitioner will call you and offer:

- an appointment for smoking cessation with the Nurse Practitioner (807-684-7200) or
- a referral to the Smoker's Helpline (1-877-513-5333 or www.smokershelpline.ca) or
- a referral to our psychosocial oncology specialists (807-684-7310).

Smoking cessation at our cancer program is free of charge, provides personalized advice, counselling, and a way to create a quit/reduction plan.

Being smoke free is the single best thing you can do to prevent illness and stay healthy.

Visit **NWquit.com** to find a list of smoking cessation help available in Northwestern Ontario.

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).

While transitioning from the Regional Cancer Centre, you can access our Supportive Care services for help to connect you with community resources.

Phone (807) 684-7310 or toll-free 1-877-696-7223 ext 7310.

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. Ask your health care team member or a volunteer if you need help to find information.

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
- exercise, setting exercise goals, and intimacy and sex

Find copies of these patient guides in our patient waiting areas and exam rooms. Help yourself to any guides. Guides are also available on Cancer Care Ontario's site:

www.cancercareontario.ca/en/symptom-management

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.

Thunder Bay Regional Health Sciences Centre

1A Oncology Unit

1A Oncology is our medical unit containing dedicated cancer care beds for patients who require hospitalization during their cancer treatment.

Cancer Screening

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

Personal Finances

You may need to take time off work when you are ill.

- It is important to find out what type 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.

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.

Service Canada

www.canada.ca

- Employment Insurance (EI) and leave (sickness benefits, caregiver benefits and leave)
- Public pensions (CPP and OAS) Canada Pension Plan: disability benefit toolkit includes disability, terminal illness and survivorship application forms.

Service Ontario

www.ontario.ca

- Accessible parking permit
- Health card renewal
- Ontario Drug Benefits Program and Trillium Drug Program
- Ontario Health Insurance Plan (OHIP)

Ministry of Children, Community and Social Services

www.mcass.gov.on.ca

- Ontario Disability Support Program
- Ontario Works

Ministry of Health and Long-Term Care: Northern Health Travel Grant
<http://www.forms.ssb.gov.on.ca>

- This printable form can help to pay for some travel-related expenses for patients traveling 100kms or more to receive specific medical services.

Community Services

Canadian Cancer Society

www.cancer.ca

The Canadian Cancer Society provides:

- educational materials for patients and families
- information and support services, i.e., peer support and transportation services,

- head coverings for patients, i.e., wigs and turbans

If you are living with cancer or are the family member of someone with cancer, phone 1-888-939-333 (provincial), or locally, call:

- Northwest Region and Thunder Bay Offices, 1093 Barton St. Thunder Bay, Ontario, P7B-5N3 by phone 807-344-5433, toll free 807-227-5557.

North West LHIN: Home and Community Care

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. This program 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 required). In Thunder Bay, phone directly:(807) 345-7339

Wellspring

www.wellspring.ca

Financial resources and income replacement programs if you are off work:

- for information about financial and disability programs
- to arrange an online or telephone appointment to speak with a

Wellspring Money Matters Case Manager

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. 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

Interpretation services between French-speaking clients and health care professionals in a confidential manner. Phone 807-684-1940

Ontario Interpreting Services

Book an American Sign Language (ASL), Langues de Signes Québécois (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)