

# Welcome to the Regional Cancer Centre

## Patient and Family Handbook



980 Oliver Road  
Thunder Bay, ON  
Canada P7B 6V4

**Telephone:**  
**807-684-6000**

[www.tbrhsc.net](http://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. For services in Cree, Oji-Cree or Ojibwa, ask us to connect you with the Indigenous Patient Navigator.

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. Please wear a mask when attending any appointment at the Hospital.

## Information in this Handbook

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# 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.
- There are more patient parking lots close to our doors. Go to Lots B1 (  Bear) or B2 (  Moose).

You can purchase daily (24hour), weekly or monthly passes which can be more affordable. Questions about parking can be directed to the Security Office behind the Information Desk across from the revolving doors in our Hospital's main entrance area.

Review our Hospital website [www.tbrhsc.net](http://www.tbrhsc.net) or call (807)684-6509 for information about parking and paying for parking at Thunder Bay Regional Health Sciences Centre.

## Indigenous Patient Navigator

The Indigenous Patient Navigator is available to help you and your family if you are not familiar 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 Ojibwa
- support before, during, and after medical appointments
- linking patients and families to helpful community resources
- providing information and education in a culturally sensitive way
- connection and advocacy between the care team, you and your family.

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

## Accommodation

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/](http://www.tbrhsc.net/home/indigenous-health-services/information-indigenous-patients-families-communities/)**

## **Tbaytel Tamarack House**

5th Floor, Medical Centre  
984 Oliver Road, Thunder Bay

Phone: (807)684-7799

Toll free: 1-877-696-7223 ext. 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 more 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. Tamarack House has a full kitchen. Residents are responsible for their own meals. During Covid-19, our kitchen may be closed. Please ask about this when phoning to book a room.
- Retail food and beverage outlets, located in the Thunder Bay Regional Health Sciences Centre can 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.

## **Patient and Family Rights and Responsibilities**

As a patient you can expect to be treated with respect and dignity in a safe and comfortable environment. Your health care team will work with you to personalize your care plan to help you move through the system in a coordinated way. Most patients and families welcome and understand policies that promote safety, quality and infection control.

As a patient you have the right to:

1. Have your dignity honored by respecting your individuality, faith, and cultural background;
2. Privacy for your personal care needs within available resources;
3. Information to help you and your care partner understand your medical condition;
4. Participate in decisions about your care;
5. Participate in your plan of care, including: a) treatment(s) and tests(s) with an explanation of their benefits and risks b) other ways to treat your illness c) discharge plans;
6. Refuse any recommended treatment(s), and receive information about what could happen if you do refuse the treatment(s);
7. Share your personal health information with identified individuals;
8. Know the name, profession, and role of the staff working with you;

9. Tell us any concerns you have about your treatment and care;
10. Have us partner with you to meet any special needs;
11. Receive care in a safe environment.

Your role as a partner in health care is to:

1. Give correct and complete information;
2. Be actively involved in your care, treatment, and discharge plans;
3. Take part in planning for your transition to home or other facilities;
4. Treat others with respect as you have the right to be treated;
5. Take care of your personal belongings and valuables;
6. Tell a staff member as soon as possible about any concerns, or compliments;
7. Respect hospital property and policy;
8. Cancel or reschedule an appointment if you are unable to attend;
9. Inform a staff member if you see a safety issue or have a safety concern.

## Privacy and Confidentiality

Under the Personal Health Information Protection Act, 2004, Thunder Bay Regional Health Sciences Centre (the Hospital) is permitted to respond to requests from family, friends, and others with limited information related to current patients. If you are a patient in the Hospital, the following details may

be shared with others if they ask us about you:

1. The fact that you are a patient in the Hospital
2. Your general health status (described only as critical, poor, fair, stable or satisfactory)
3. Your location in the Hospital

If you do not wish for the above information to be shared with those outside of your care team, please notify your Nurse or the Manager as soon as possible that you would like your visit to the Hospital to be confidential. The Hospital will respect and honour patient requests for confidentiality and refrain from sharing the above details with anyone outside of your care team unless required by law.

## Communication and Information Sharing

Health care providers, unless restricted by law, will share information with you and your designated family in a way that you can understand that is timely, appropriate, and useful so that you can participate in making decisions about your care. We will tell you our name, occupation, and our role in your care. Your illness, treatment, expected outcome, and future health will be discussed with you whenever possible, by the health care provider. All patient rooms have patient bedside communication whiteboards that you, your family, and your health care team are encouraged to use to communicate information, goals, and readiness for discharge.

The health care team will help you to achieve your health care goals and help you plan for your discharge home. Community and outpatient resources will be provided, as appropriate. You will be told about any additional financial charges for treatments, services and procedures.

You, or a family member, can assist us by:

1. Providing accurate and complete information about your present condition, past illnesses, hospitalizations, medications and allergies;
2. Asking questions if you are unsure of your plan of care, treatment, diagnosis, or the role of a health care team member, to develop shared goals and care expectations.

## Appointments

### Your First Appointment

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

- Enter the Hospital through its West Entrance.
- After you have passed through the hospital screening kiosk, to the left you will find the entrance to the Regional Cancer Centre.
- Go through the Regional Cancer Centre doors to find our Main Reception Desk. This is where

you will “check-in” for your in-person appointment.

- Please 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.
- You must complete the “Your Symptoms Matter” screening tool before your cancer care appointment.

## Your Symptoms Matter

Completing Your Symptoms Matter (YSM) screening is important. It allows you to tell your health care team what symptoms are a problem for you. This helps you and your healthcare team to:

- Talk about symptoms that matter to you
- See how your symptom scores change over time
- Decide how to manage your symptoms

### How do I complete Your Symptoms Matter while at the Regional Cancer Centre?

If you are attending an in-person appointment and wish to complete YSM screening at the Regional Cancer Centre before this appointment:

- Please arrive 10 minutes early.
- Use the computers located in the patient waiting areas or ask the

reception staff for an iPad or Tablet to use.

- Enter the 10 numbers on your Ontario Health Card (no letters, no spaces) and press 'start'. You will then be directed to the YSM questions.
- After completing YSM, your scores will go to your healthcare team to review before your appointment

## How do I complete Your Symptoms Matter online?

You can complete YSM on a desktop computer, laptop, tablet or mobile phone.

- Within 24 hours before your appointment, go to <https://isaac.cancercare.on.ca/>
- Enter the 10 numbers your Ontario Health Card (no letters, no spaces) and press 'start'. You will then be directed to the YSM questions.
- After completing YSM, your scores will go to your healthcare team to review before your appointment.

Hold your phone camera up to this scan code to get direct access to completing YSM at home or on your personal device while in the Cancer Centre.



## Meeting with your Care Team

At this first appointment, you will meet in-person with a nurse and cancer doctor. Together with you, they will plan your treatment and coordinate 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.

While the referring 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.

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.
- If you have any questions in advance of your first appointment, please phone us at (807)684-7200 or toll free 1-877-696-7223.

**Voice Amplifiers:** If you require an aid to help you hear the voice of your health care team members, please ask. Voice amplifiers are available at the Regional Cancer Centre that you can use.

## 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

Future appointments will be scheduled with your doctor in one of three ways:

- in-person
- by phone
- by a video call

Please review your appointment letter as this explains your appointment date and time, and how you will attend.

As already noted, you will need to complete the Your Symptoms Matter screening within 24 hours before any appointment.

<http://isaac.cancercare.on.ca/>

The computer or iPad may also prompt you once every 30 days to complete a second survey called "Your Voice Matters". Please share your thoughts about your experience to improve the patient experience for everyone.

Have your Health Card available and be prepared to confirm your address, phone number, preferred pharmacy and family doctor.

- **In-person Appointments:** Always arrive at the Regional Cancer Centre at least 10 minutes early and bring your Health Card to each appointment. Check in with the clerk at the Main Reception Desk.

- **Phone Appointments:** Be prepared 30 minutes before your appointment time, in case the phone call comes a bit early.
- **Video Appointments:** This type of appointment allows you to see your doctor by video using your home computer, tablet or cell phone. You will have a test call with the clinic staff to make sure this type of appointment will work for you. If it does, then you will receive an email with a link to connect to the appointment. The clinic staff will give you specific instructions if your appointment will be done this way.

During all future appointments, you will talk with your nurse and cancer doctor. They will review your medications, ask questions about your health and how you are doing. Your doctor will review the results of your symptom screening together with you at this appointment. This helps you and your healthcare team to:

- Talk about symptoms that matter to you
- See how your symptom scores change over time
- Decide how to manage your symptoms

## 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 patients 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 3:45 PM for lab work.
- Check in at the Main 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, before 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 Workers, Psychologist, Registered Dietitian, Registered Physiotherapist trained in lymphedema treatment, or Speech Language Pathologist
- Support Services: Indigenous Patient Navigator and Drug Access Navigator
- Students training to become health care providers

Members of your 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**

- Chemotherapy and immunotherapy are medications used to treat cancer.
- Immunotherapy is a type of cancer treatment that boosts the body's natural defenses to fight the 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. It is important that you attend.
- Chemotherapy/immunotherapy education sessions are scheduled Monday to Friday, from 3 – 4 p.m., located on Level 3 of the Cancer Centre, in a meeting room next to the Chemotherapy Unit.
- On the date of your scheduled education session, please arrive at the Cancer Centre and go to the Reception Desk where the clerk will register your arrival and direct you to the Level 3 waiting area to have a seat. When the session is ready to begin, your name will be called to join.

- If you are unable to come on the scheduled time of your session, a nurse will review this education with you, one-to-one, on the first day of your cancer treatment.
- 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.
- If you live in the region and travel long distances for treatment, please let the receptionist know. It may be possible to adjust your treatment schedule to accommodate any travel needs.
- Each treatment may take 15 to 45 minutes.

## **Clinical Trials**

Our Regional Cancer Centre 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,
- treatment side effects and management of any 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), or 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. They provide many services to cancer patients:

- The pharmacy carries specialized oncology (cancer) medications and supportive medications (anti-nausea medication, specialty mouthwashes and 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 make sure you take all of your medication correctly.

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

Hours of Operation: Monday to Friday 9 am – 5 pm  
 Phone: (807)684-7242  
 Toll free: 1-877-696-7223 ext. 7242  
 Email: [specialtypharmacy@tbh.net](mailto:specialtypharmacy@tbh.net)

## 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.

## 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](http://www.cancerchatcanada.ca)
- cope with loss, grief and bereavement

- access community resources if you need 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 feeling strong, and help you maintain a healthy weight. Sometimes, nutrition-related problems can occur due to the cancer itself or the effects of treatments.

The Registered Dietitian has skills and training to help you manage nutrition-related problems, and answer questions about your nutritional needs. Registered Dietitians are regulated by the College of Dietitians of Ontario, and work closely with 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, difficult or painful swallowing, taste changes, dry mouth, or other symptoms
- are losing 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

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.

## **Speech Language Pathologist**

As part of the Head and Neck Cancer Team, the Speech Language Pathologist will work with you and the Team to manage the swallowing and communication difficulties that arise from cancers of the mouth, face, neck, throat and larynx, and difficulties that arise as side effects of cancer treatment.

Assessment and intervention will focus on the following goals:

- education
- swallowing safety and diet texture modifications
- swallowing preservation exercises
- speech intelligibility and voice quality.

For more information or to make an appointment with the Speech Language Pathologist, please phone (807)684-6270.

## **Registered Physiotherapist and the Lymphedema Clinic**

Lymphedema is swelling caused by a large amount of lymph fluid in the tissues.

A Registered Physiotherapist assists 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 already have lymphedema. Ask about being referred to the Lymphedema Clinic. For more information, please phone (807)684-6270.

## **Other Psychosocial Specialists**

Many patients require additional specialized services, such as:

- Occupational Therapy
- Psychiatry

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

- Spiritual Care is a service available upon your request.

## **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. If needed, the nurse can refer you to other members of the healthcare team.
- Counsellors are available to discuss emotional adjustment and coping concerns.
- A doctor is available to talk with you about your health concerns.

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

### **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 video conference from a health facility near the patient's home,
- connecting from home using an iPad or tablet and video conferencing 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](mailto:palliativecareteam@tbh.net)

## **Smoking Cessation Services**

Smoking cessation 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 smoke, a referral will be sent to our Nurse Practitioner. The Nurse Practitioner will call to offer you a smoking cessation appointment.

Smoking cessation at our Regional Cancer Centre 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](http://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<sup>®</sup>: Wellness and Exercise Program**

WE-Can<sup>®</sup> 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: [wecan@tbh.net](mailto:wecan@tbh.net)

<https://tbrhsc.net/wp-content/uploads/2021/10/WE-Can-brochure-2019-FINAL.pdf>

## Patient Education

### Patient and Family Resource 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 healthcare 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, tiredness, nausea and vomiting, loss of appetite,
- diarrhea, constipation, shortness of breath, mouth problems,
- depression and anxiety,
- exercise and setting exercise goals
- intimacy and sex.

Help yourself to copies of these patient guides found in our patient waiting areas and exam rooms.

Guides are also available on Cancer Care Ontario's website:

[www.cancercareontario.ca/en/symptom-management](http://www.cancercareontario.ca/en/symptom-management)

## 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](http://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](http://www.hc-sc.gc.ca)  
[www.nihb.express-scripts.ca](http://www.nihb.express-scripts.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.

## Ministry of Children, Community and Social Services

[www.mcscs.gov.on.ca](http://www.mcscs.gov.on.ca)

Financial support and disability programs for eligible clients:

- Ontario Disability Support Program
- Ontario Works

## Ministry of Health and Long-Term Care: Application for Northern Health Travel Grant

[www.forms.ssb.gov.on.ca](http://www.forms.ssb.gov.on.ca)

The Northern Health Travel Grant helps to pay for some travel-related expenses for eligible patients traveling 100 kms or more to receive specific medical services.

- Access the website for this printable form.

## North West LHIN: Home and Community Care

[www.healthcareathome.ca/northwest](http://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.

For general inquiries and to request services, phone toll free at 1-800-626-5406. In Thunder Bay, phone directly at (807)684-9425.

## Service Canada

[www.canada.ca](http://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](http://www.ontario.ca)

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

## Community Services

### Canadian Cancer Society

[www.cancer.ca](http://www.cancer.ca)

The Canadian Cancer Society provides peer support and

educational materials for patients and families and other services.

- Wheels of Hope Transportation Service: The Canadian Cancer Society's, Wheels of Hope Transportation Service can assist those in active cancer treatment with short-term travel to attend cancer-specific appointments. For information, phone Wheels of Hope Transportation Service at 1-888-939-3333.
- Wigs and Breast Prosthetic hub: The Canadian Cancer Society's wigs and breast hub in Northwestern Ontario gives cancer patients access to free wigs and breast prosthetics, as well as, numerous resources for those affected by cancer. To request a free wig or breast prosthetic, please click the link below and complete the online request form.  
<https://cancer.ca/en/living-with-cancer/how-we-can-help/wigs-and-breast-prosthesis-service>

For more information about the Canadian Cancer Society and its services, please phone 1-888-939-3333 or visit the website [www.cancer.ca](http://www.cancer.ca)

### Canadian Cancer Survivor Network

[www.survivornet.ca](http://www.survivornet.ca)

Providing individuals living with and survivors of cancer, and their caregivers, with access to related counselling, information, or support group programs.

## Gilda's Club

[www.Gildasclubtoronto.org](http://www.Gildasclubtoronto.org)

Gilda's Club provides emotional, social and practical support for individuals with cancer and their families. Services offered online. Phone (416)214-9898

## Hospice Northwest

[www.hospicenorthwest.ca](http://www.hospicenorthwest.ca)

Hospice Northwest is a community volunteer organization that compliments, enhances and delivers end of life care, including grief and bereavement services. The mission of Hospice Northwest is to foster a compassionate community response to the needs of anyone living with, dying from, or affected by illness and disease.

At Hospice Northwest, you are not alone. Our caring volunteers are there for you, wherever you are, as you face the difficult challenges along life's way. Hospice Northwest support is available to people who are ill, their caregivers and those who have experienced the death of a loved one. You can find out more about our services by calling (807)626-5570 or by completing our online referral form.

## Look Good, Feel Better

[www.lgfb.ca](http://www.lgfb.ca)

Look Good Feel Better knows how important it is to simply feel like yourself, especially when going through cancer treatment. Workshops help women learn to manage the appearance-related

impact of cancer and cancer treatment.

Register online for one or all of the online workshops listed below:

- Skincare and Cosmetics: Learn to care for your skin, manage the loss of eyebrows and lashes, makeup hygiene and sun safety.
- Breast Forms and Garments: Learn what to expect at a fitting, products available after surgery, tips for financial coverage and more.
- Wigs and Hair Alternative: learn about a variety of head coverings, how to select a wig, scarf-tying, and caring for your scalp.

## Ontario Caregiver Organization

[www.ontariocaregiver.ca](http://www.ontariocaregiver.ca)

This organization provides caregivers with a one-stop resource for information and support. The 24/7 helpline is available to all caregivers, regardless of age, diagnosis or where they live. Ontario Caregiver Helpline is 1(833)416-2273 (CARE).

## Prostate Cancer Canada Network

[www.prostatecancer.ca](http://www.prostatecancer.ca)

Provides information and support to men with prostate cancer and their caregivers.

In Northwestern Ontario, monthly support group and educational sessions are being delivered online. For information and contact numbers in Northwestern Ontario, visit the

website and view “Find a support group near you.”

## Thunder Bay Breast Cancer Support Group

[www.breastcancersupporttb.com](http://www.breastcancersupporttb.com)

Offers a non-medically aligned self-help group for breast cancer survivors.

- Includes one-to-one telephone support.  
Note: In-person meetings have been temporarily suspended.
- Provides information and support for survivors.
- Read our monthly newsletter.

Connect with the Thunder Bay Breast Cancer Support Group by phone at (807)475-0025 or send an email to [bcsg@tbaytel.net](mailto:bcsg@tbaytel.net)

## Wellspring

[www.wellspring.ca/wow](http://www.wellspring.ca/wow)

If you are experiencing cancer or are the caregiver for someone with cancer, we are here to help.

Wellspring is a network of community-based centres that provide support for people living with cancer.

Programs and services, are free of charge to anyone living with cancer, at any stage. No medical referral is required.

- View our programs calendar online.
- Register for services and resources online.

- Until we can safely reopen our centres, all programs and services continue to be available online.

## Translation and Interpretation Services

### Thunder Bay Regional Health Sciences Centre

[www.tbrhsc.net/home/caring-for-patients-families/services-in-other-languages/](http://www.tbrhsc.net/home/caring-for-patients-families/services-in-other-languages/)

Our Hospital is committed to providing patient services in French, English or your preferred language. Please let a member of your healthcare team know if you would like service in French or another language.

- 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](http://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](http://www.accueilfrancophone.com)

Interpretation services between French-speaking clients and

healthcare professionals in a  
confidential 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-  
6563750 or email [requests@oischs.ca](mailto: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](mailto:ois@answerplus.ca) or SMS/Text: (905)971-  
0564 (charge may apply)