



Patient and Family Handbook

Regional Cancer Centre
Thunder Bay Regional Health Sciences Centre



Thunder Bay Regional
**Health Sciences
Centre**

Regional Cancer Care
Northwest

Introduction

Welcome to the Regional Cancer Centre. This handbook provides important information about our services and the people who work here.

The Cancer Centre is part of the North West Regional Cancer Program, providing cancer care and services to clients throughout Northwestern Ontario. The Cancer Centre is located at the Thunder Bay Regional Health Sciences Centre.

Thunder Bay Regional Health Sciences Centre operates on sacred land. We respectfully acknowledge we are on traditional lands of the people of Fort William First Nation. This land is the territory of the Anishinaabek Nation and home to the Robinson Superior Treaty of 1850. Thunder Bay is the home to many Indigenous Peoples from across Turtle Island and we are grateful to have the opportunity to work together in this community and on this territory.

We are committed to embedding equity, diversity and inclusion in all the care, education and research that we do. We believe that our differences are key to our growth as an organization and a community, and to our ability to develop innovative approaches to deliver exceptional care to patients, every time.

From here forward, Thunder Bay Regional Health Sciences Centre will be referred to as our Hospital.

Our Hospital is committed to providing patient services in French as well as English. Talk to your cancer care team if you would like service in the language of your preference.

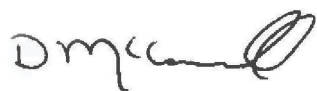
Please note our Hospital grounds are smoke-free and fragrance-free.

Message from the Director and Partnership

Designed for patients, families and care partners, this handbook provides important information about our services and the people who work here. We encourage you to use this handbook to learn more about what to expect when you come for your appointments and the resources that are available.

This handbook was developed with the help of our Patient and Family Cancer Partnership Committee (PFCP). The PFCP is a committee that connects the voice of patients, families and care partners with cancer care staff to collaborate and share knowledge, provide feedback on initiatives, and engage in supportive opportunities. PFCP membership includes Patient Family Advisors and Cancer Program staff.

Patient Family Advisors are dedicated volunteers who draw on personal care experience to help improve patient experience for others. If you are interested in becoming a Patient Family Advisor, or would like more information, please contact us at [\(807\) 684-7322](tel:8076847322) or TBRHSC.PFCC@tbh.net.



David McConnell

Director, Regional Cancer
Care Northwest



William Everitt

Cancer Survivor, PFA,
Co-Chair Patient and Family Cancer Partnership Committee

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Patient 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 partner in care to understand your medical condition
4. Participate in decisions about your care
5. Participate in your plan of caring, including: treatment(s) and test(s) with an explanation of their benefits / risks; other ways to treat your illness; 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 duty of the inter-professional 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 care partner in health care is to:

1. Give correct and complete information
2. Be active 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, congratulations, compliments or change ideas
7. Respect Hospital property and follow Hospital policies
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

Your care is a very personal experience. Measures are taken to protect your privacy. Your health care record is confidential unless you give permission to release information or when reporting is required by law. You can request to be excluded from the Hospital's directory if you do not want to share information about your stay.

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

- Informing us when you have a concern about your privacy
- Respecting the privacy of other patients and patient family members

Communication and Information Sharing

Health care providers, unless restricted by law, will share information with you and your designated family in a way 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 whenever possible, by the appropriate health care provider.

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:

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

Obtaining Copies of Your Health Record

The Health Records Department at our Hospital offers convenient options for patients and families to obtain access to their health records.

Patients and families are strongly encouraged to utilize mail, fax or the electronic Medchart platform to submit and receive documents related to health records requests.

For more information, please visit our website at <https://tbrhsc.net/home/information-services/health-records/> or call the Health Records Department at 807-684-6640.

The Health Records Department is open to the public Monday to Friday from 8:00 AM - 4:00 PM.

Getting to the Cancer Centre

The Cancer Centre is located at Thunder Bay Regional Health Sciences Centre at:

980 Oliver Road
Thunder Bay, Ontario, P7B 6V4
Main Reception (807) 684-7200
Toll Free 1-877-696-7223

Parking at the Cancer Centre

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

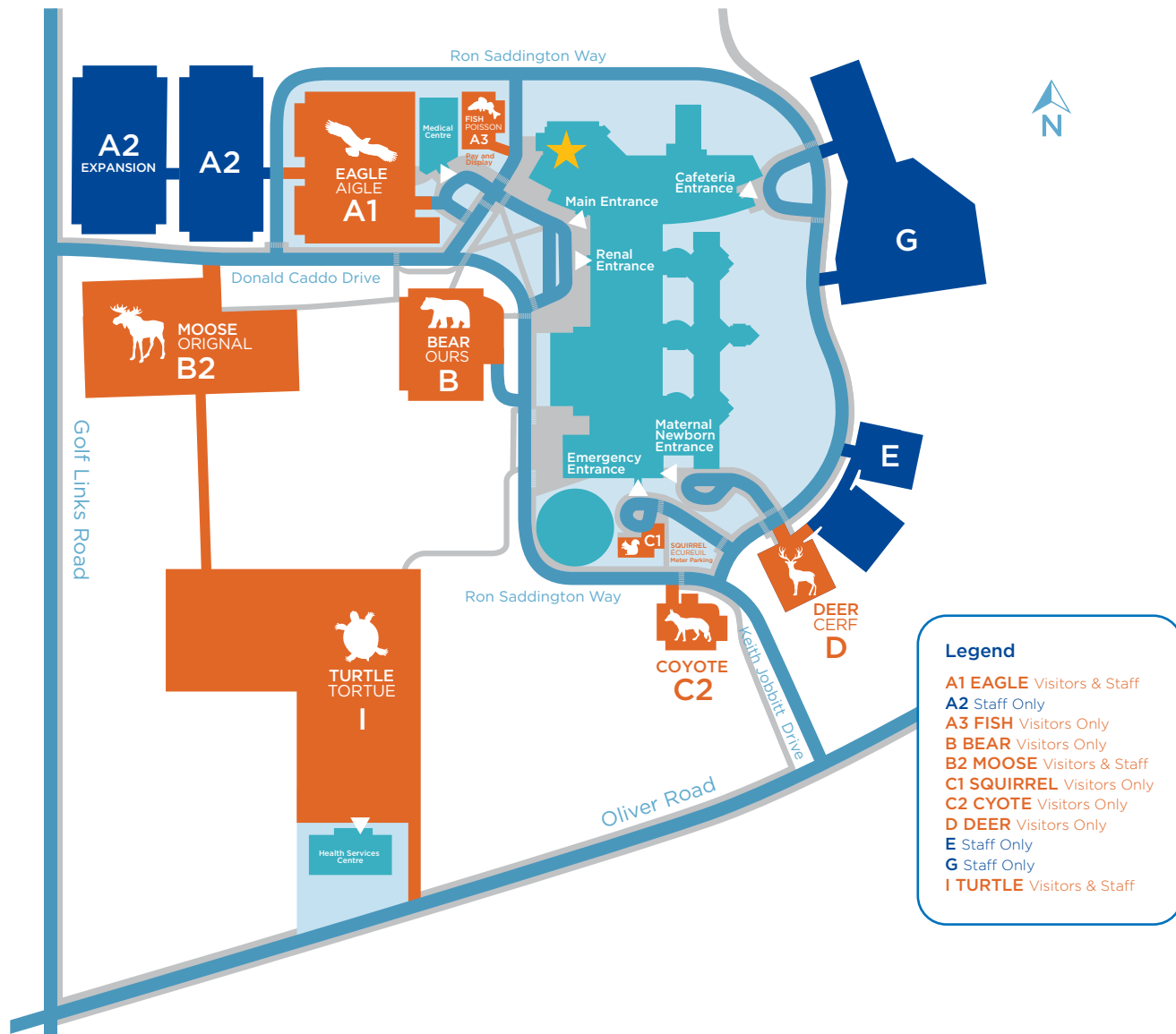
- For appointments at the Cancer Centre, we recommend parking in Lot A1

( Eagle) or in the short-term metered parking close to the Cancer Centre doors.

- There is additional parking available to patients in lots B1 ( Bear) or B2 ( Moose).

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.

Visit tbrhsc.net/home/information-services/parking for information about parking and parking payment at our Hospital.



Your Cancer Care Team

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, Registered Physiotherapist, 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 your cancer care team. We also advise that you stay in touch with your family doctor or nurse practitioner regarding your treatment and overall health.

Appointments

Your First Appointment

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

- Enter the Hospital through the Main Entrance

- After entering the Main Entrance, to the left you will find the entrance to the Cancer Centre
- Go through the Cancer Centre doors to find the Main Reception Desk
- Present your health card at every visit
- The clerk who registers your arrival will direct you to the correct location to wait for your appointment
- You must complete the Your Symptoms Matter screening tool before your appointment

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 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 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, call (807) 684-7200 or toll free 1-877-696-7223.

What to Bring to Your Appointments

- Health card
- Family doctor's name and phone number
- Your address and phone number
- The name and phone number of at least two 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 needed)
- Prescription medications in their original containers including, drops, creams, or inhalers
- Over-the-counter or nonprescription medications
- Vitamins, herbal products or other treatments you are using
- Any medication you may need during the day, such as, for pain, diabetes or smoking cessation

You are allowed to bring snacks. Light refreshments are provided by the volunteers. Retail food and beverage outlets, located in our Hospital provide healthy food options as well.

Future Appointments

Future appointments will be scheduled in one of three ways:

In-person Appointments Arrive at the Cancer Centre at least 10 minutes early. 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 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, 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.

Your appointment letter will have your appointment date, time, and location.

During all future appointments, have your health card available and be prepared to confirm your address, phone number, preferred pharmacy and family doctor. You will talk with your nurse and cancer doctor. They will review your medications, and ask questions about your health and how you are doing.

You will need to complete the Your Symptoms Matter screening within 24 hours before any appointment (isaac.ontariohealth.ca)

Your doctor will review the results of the Your Symptoms Matter screening together with you at your appointment. This helps you and your health care 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 to make sure that your appointments happen as planned but changes can occur. We will give you as much notice as possible if your clinic appointment needs to be changed.

Appointment letters can be mailed to you up to one year in advance. Mark these appointments in your calendar.

If you need to change or cancel an appointment, call the Cancer Centre as soon as possible. You must call at least 48 hours ahead of time.

Telemedicine Services

Telemedicine Services use special video monitors and equipment. This service connects patients with doctors and health care professionals so patients do not have to travel long distances to health care 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 health care appointments with their doctor and other health care professionals.

For more information about Telemedicine Services, talk to your cancer care team.

Your Symptoms Matter

Completing Your Symptoms Matter screening is important. It allows you to tell your health care team what symptoms are a problem for you.

This helps you and your health care team to:

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

How to Complete Your Symptoms Matter while at the Cancer Centre

If you are attending an in-person appointment:

- Arrive 10 minutes early
- Use the computers located in the patient waiting areas, the iPads or tablets located in the exam rooms, or ask the reception staff for an iPad or tablet
- Enter the 10 numbers on your Ontario Health Card (no letters, no spaces) and press 'start'
- Answer the Your Symptoms Matter questions
- After completing Your Symptoms Matter, your scores will go to your cancer care team to review before your appointment

How to Complete Your Symptoms Matter at Home

If you are completing Your Symptoms Matter on a personal desktop computer, laptop, tablet or mobile phone at home:

- Within 24 hours before your appointment, go to isaac.ontariohealth.ca



- Enter the 10 numbers your Ontario Health Card (no letters, no spaces) and press 'start'
- Answer the Your Symptoms Matter questions
- After completing Your Symptoms Matter, your scores will go to your health care team to review before your appointment

Hold your phone camera up to this QR code to complete Your Symptoms Matter at home or on your personal device while in the Cancer Centre.



Every 30 days, you may be prompted to complete a second survey called "Your Voice Matters". This is a chance to share thoughts about your experience to improve patient experience.

Cancer Treatments

There are three main 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.

Surgery

- 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 concerns

Chemotherapy/ Immunotherapy

- Chemotherapy and immunotherapy are

medications used to treat cancer

- Your cancer care 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
- If you have questions about your medications, ask your cancer care team

To view our chemotherapy education video, scan the QR code below or visit youtu.be/XHNIYvto67c.



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, 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

Tests and Lab Results

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

If you have an appointment at the lab:

- 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 EST for lab work
- Check in at the Cancer Centre Main Reception Desk
- If you have been given a lab slip, 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

Test and lab results are usually given during clinic appointments or you may be called at home.

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

Pharmacy

The pharmacy team works closely with our 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 at the 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 product 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, or injections). Alternatively, bring all your current medications in their original packages
- Vitamins, herbal products or other treatments you are using
- Over-the-counter or nonprescription 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

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:

- Carries specialized oncology (cancer) medications and

supportive medications (anti-nausea medication, specialty mouthwashes and injections)

- Provides patients with private one-to-one consultations
- Works closely with your cancer care team
- Monitors for drug interactions and side effects
- Helps you to navigate drug coverage
- Uses compliance packaging to make sure you take all of your medication correctly

Located on Level 3 of the Cancer Centre

Hour of Operation: Monday to Friday 9 AM – 5 PM

Phone: (807) 684-7242

Toll free: 1-877-696-7223 ext. 7242

Email: TBRHSC.

SpecialtyPharmacy@tbh.net

Supportive Care Indigenous Patient Navigator

The Indigenous Patient Navigator is available to help you and your family if you 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
- Providing support before, during, and after medical appointments
- Linking patients and families to helpful community resources
- Providing information and education in a culturally sensitive way
- Connecting and advocating between the cancer care team, you and your family

Phone (807) 684-4324

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)

Phone (807) 684-7269

Toll-free 1-877-696-7223 ext. 7269

Social Workers and Psychologists

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 community resources and cancer support groups locally or online

- Cope with loss, grief and bereavement

Phone (807) 684-7310

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.

Our Registered Dietitian has skills and training to help you manage nutrition-related problems, and answer questions about your nutritional needs.

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

Phone (807) 684-7310

Toll-free 1-877-696-7223
ext. 7310

Registered Physiotherapist

Our Registered Physiotherapist assists people living with cancer who develop or are at risk of developing lymphedema. Lymphedema is swelling caused by a large amount of lymph fluid in the tissues.

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 to cover a portion of the cost

Appointments are in person for inpatients of our Hospital and for outpatients who live locally. If you live in the region, appointments can be arranged using teleconferencing technology.

Talk with your cancer doctor if you are concerned about being at risk of developing lymphedema or if you feel you may already have lymphedema.

Phone (807) 684-6270

Speech Language Pathologist

As part of the head and neck cancer team, the Speech Language Pathologist will work with you to manage 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

Phone (807) 684-6270

Other Specialists

Many patients require additional specialized services, such as:

- Occupational Therapy
- Psychiatry
- Spiritual Care

Talk with your cancer care team about an appropriate referral.

Patient Education

Patient and Family Resource Areas

Patient and Family Resource Areas are located in the 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. Ask your cancer care team or a volunteer if you need help finding information.

Digital versions of these resources can be accessed and printed by visiting: <https://bit.ly/pted-resources>



Patient Symptom Management Guides

Ontario Health - Cancer Care Ontario's Patient Symptom Management Guides provide information to help you to manage cancer related symptoms.

Copies of these patient guides can be found in our patient waiting areas and exam rooms. Guides are also available online at cancercareontario.ca/en/symptom-management

Cancer Survivorship

As you or your loved one

completes cancer treatment or continues to be treated for cancer, a number of survivorship questions might arise. This can include emotional, physical or practical questions that occur during or after treatment.

To improve the survivorship experience, a resource package has been developed to read 'resources have been developed which includes tools, education and options for additional support.

These resources have been designed to optimize health, improve quality of life and enhance the day-to-day survivorship experience. They contain information for self-help during survivorship as well as options to connect with Cancer Centre staff to provide assistance.

Survivorship resources can be found in the Patient and Family Resource Area on the 3rd floor of the Cancer Centre. To connect with the survivorship nurse, call [\(807\) 684-7200 ext. 2](tel:8076847200).

SeamlessMD

SeamlessMD is an interactive digital platform to help guide you throughout your cancer care and active treatment journey. You and/or a caregiver can access SeamlessMD on any smartphone, tablet and/or computer.

During active treatment, SeamlessMD will:

- Ask you to complete a daily health check, which will let you know whether you are on-track with your recovery, and alert your clinical team if you have problems
- Give you real time reminders about tasks you need to complete (for example, take your daily medicines)
- Have a library of education of different cancer care related topics

- Give you information about what to expect in your cancer journey
- Remind you about appointments

You will be asked by a member of your cancer care team if you would like to register for SeamlessMD. You must provide your email address in order to be registered. If you have not been asked, and are interested in registering, ask a member of your cancer care team.

To learn more about SeamlessMD, scan the QR code below or visit [youtube.com/watch?v=7RJ5O4pJWS0](https://www.youtube.com/watch?v=7RJ5O4pJWS0)



Clinical Trials

Our 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.

Phone [\(807\) 684-7566](tel:8076847566)

Toll free 1-877-696-7223 ext. 7566

Website tbrhsc.net/research/clinical-research

Clinics and Programs

1A Oncology Unit

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

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 health care team. Counsellors are available to discuss changes to your body and your sex life.

Phone [\(807\) 684-7200](tel:8076847200)

Toll free 1-877-696-7223

Cancer Screening

Learn more about cancer screening options in Northwestern Ontario by visiting tbrhsc.net/cancerscreening.

Oncofertility Program

Cancer and its treatment (surgery, chemotherapy and radiation therapy) may affect a person's ability to have children. If you are interested in fertility preservation, talk with your cancer care team about your options.

Palliative Pain and Symptom Clinic

The Palliative Pain and Symptom Clinic provides pain and symptom management for people living with cancer, and can assess 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.

Patients and families can meet with the team in-person at the Cancer Centre, connect through video conference from a health facility near the patient's home, or connect 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 cancer doctor.

Phone (807) 684-7202

Toll free 1-877-696-7223
ext. 7202

Smoking Cessation Services

Being smoke free is the single best thing you can do to prevent illness and stay healthy. Smoking cessation services are offered to all cancer patients and their families through the Cancer Centre. Your cancer care team 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 Cancer Centre is free of charge, provides personalized advice, counselling and a way to create a quit/reduction plan.

Visit NWQuit.com to find a list of smoking cessation resources 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 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 care provider (family doctor, family health care team or nurse practitioner)

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

Phone (807) 684-7310

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 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 health care provider is required. For more information, speak to any member of your health care team about a referral to the program or contact the WE-Can® program directly.

Phone (807) 684-7237

Email TBRHSC.WE-CanProgram@tbh.net

Accommodations

Tbaytel Tamarack House

Tbaytel Tamarack House provides accommodation and a “home away from home” at a small cost for regional cancer patients and their caregiver. The stay can be supported by the Northern Health Travel Grant.

Located next door to the Cancer Centre, Tamarack House has a full kitchen, bedrooms, a lounge, entertainment and laundry areas. Residents are responsible for their own meals.

Accommodation is available on a first-come, first-serve basis. If Tamarack House is completely booked, the lodge attendant will help you find a suitable hotel room close to the Cancer Centre.

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

Phone (807) 684-7799

Toll free 1-877-696-7223
ext. 7799

Email
TBRHSC.Tamarack@tbh.net

Other Accommodations

For a complete list of accommodations in Thunder Bay and District, consult the Yellow Pages directory, call 211 or visit <http://search.211north.ca>.

Transportation

If you require transportation to and/or from your appointments, please let your cancer care team know. They will provide you with some options.

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 it is important 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.

First Nations and Inuit Health: Non-Insured Health Benefits

The Non-Insured Health Benefits Program 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.

Contact your local Health Centre or Band Office or phone 1-800-640-0642 (Client Information Line) for more information, or visit their website at sac-isc.gc.ca/eng/1572537161086/1572537234517

Ministry of Children, Community and Social Services

Financial support and disability programs for eligible clients through the Ontario Disability Support Program or Ontario Works. Visit their website for more information at mcscs.gov.on.ca

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

The Northern Health Travel Grant helps to pay for some travel-related expenses for eligible patients traveling

to receive specific medical services. Access the website for application form:

forms.mgcs.gov.on.ca/dataset/0327-88

Ontario Health atHome

Coordinates in-home and community-based care for patients across Northwestern Ontario. They help patients, their families and caregivers when they need services, support and guidance to:

- Remain safely at home with the support of health and other care professionals
- Return home from hospital and recover at home
- Find a family doctor or nurse practitioner
- Find community services that support healthy, independent living
- Transition to long-term care or supportive housing
- Die with dignity in the setting of their choice

Toll free 1-800-626-5406

Website ontariohealthathome.ca/region/north-west/

Service Canada

Information on Employee Insurance (EI), sickness benefits, caregiver benefits, and leave, as well as public pensions (Canadian Pension Plan and Old Age Security). The disability benefit toolkit includes disability, terminal illness and survivorship application forms. For more information, visit Canada.ca.

Service Ontario

For information on accessible parking permits, health card renewal, Ontario Drug Benefits Program and Trillium Drug Program and Ontario Health Insurance Plan (OHIP), visit Ontario.ca.

Accessibility

Voice Amplifiers

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

Translation and Interpretation Services

Thunder Bay Regional Health Sciences Centre

Services in French, English or your preferred language. Talk to your cancer care team about these services.

Thunder Bay Multicultural Association

Provides Interpreters and Translators for multi-lingual requests including health care, social services, legal issues, counselling and other services.

Phone (807) 345-0551

Website thunderbay.org

L'Accueil francophone de Thunder Bay

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

Phone (807) 684-1940

Website accueilfrancophone.com

Ontario Interpreting Services

American Sign Language (ASL) English or Langues de Signes Quebecois (LSQ)

Phone 1-866-518-0000

TTY 1-877-215-9530

Email interpreting@chs.ca

Emergency Interpreting Services

(available 24 hours per day/7 days per week)

Phone 1-866-518-0000

TTY 1-877-215-9530

SMS/Text (416) 712-6637

(charges may apply)

Email urgent@chs.ca

Community Services

Prostate Cancer Support Thunder Bay

This organization is run by prostate cancer survivors who help others diagnosed with this disease, and their families. Monthly meetings are held to share information and provide educational and emotional support

Phone (807) 627-0333

Email info@prostatecancersupporttbay.org

Website prostatecancersupporttbay.org

Thunder Bay Breast Cancer Support Group

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

They provide information and support for survivors. This includes one-to-one telephone support.

Phone (807) 475-0025

Email bcs@tbaytel.net

Website breastcancersupporttb.com

Hospice Northwest

An organization that complements, 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.

Phone (807) 626-5570

Email info@hospicenorthwest.ca

Website hospicenorthwest.ca

Ontario Caregiver Organization

Provides caregivers with a one-stop resource for information and support. The helpline is available 24 hours per day/7 days per week.

Phone 1-833-416-2273

Website ontariocaregiver.ca

Canadian Cancer Society

Provides peer support and educational materials for patients and families. Offers programs and services to help answer questions about cancer, manage life with cancer, find community and connection, and build wellness and resilience.

Services include:

- Finding child, youth and family supports
- Finding a wig or breast prosthesis
- Connecting to an online community
- Finding accommodation during cancer treatment
- Finding services in your community
- Getting help to quit smoking
- Finding transportation to cancer treatment

Phone 1-888-939-3333

Website cancer.ca

Canadian Cancer Survivor Network

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

Website survivornet.ca

Gilda's Club

Gilda's Club provides emotional, social and practical support for individuals with cancer and their families. Services offered online.

Phone (416) 214-9898

Website gildasclubtoronto.org

Wellspring

Wellspring is a network of community-based centres that offers programs and services that meet the emotional, social, physical and practical needs of people living with cancer and those who care for them. Programs and services are free of charge and no referral is required. Online programming is available.

Website wellspring.ca

Look Good, Feel Better

Hosts workshops where people living with cancer can learn how to manage the appearance-related impact of cancer and its treatment within one year of their diagnosis. Some topics include skincare, cosmetics, wigs and hair alternatives.

Website lgfb.ca



**Thunder Bay Regional
Health Sciences
Centre**

Regional Cancer Care
Northwest

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