Patient Orientation Resource Guide

Name: ____________________

MRN: ____________________
During this difficult time in your life, I want to welcome you to the cancer centre. We recognize the challenges faced by our patients and their families and caregivers when diagnosed with cancer. All the staff at the Grand River Regional Cancer Centre are committed to working with you to ensure that you have the best possible experience. This resource guide will help answer some of those initial questions you may have and hopefully alleviate some of the anxiety of the unknown. We encourage you to tell us how we are doing and if there are things we can do better. Best wishes from all the staff here at the cancer centre.

Judy Linton, Vice President, Cancer and Diagnostic Services, Grand River Hospital Regional Vice President, Cancer Services, Waterloo Wellington Regional Cancer Program

Welcome to the Grand River Regional Cancer Centre. We hope that you find this orientation guide helpful as you embark on your cancer journey. Our dedicated team of professionals will provide you with compassionate care and support during your treatment. This guide outlines many of the programs that are available at the centre that allow us to provide you and your families state of the art treatments and supportive care. Although the cancer fight can be a difficult one, the staff at the centre are here to serve you as you navigate the cancer system. Remember - cancer can be beaten.

Gregory Knight MD,FRCPC, Chief of Oncology
Grand River Regional Cancer Centre

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General Information

Hours of Operation
Registration desk: Monday to Friday, 7:30 a.m. to 4:30 p.m.
Patient triage line: 519-749-4380 Monday to Friday, 8:30 a.m. to 4:00 p.m.

Managing Urgent Situations
If you have a medical emergency at anytime, please go directly to the emergency department at Grand River Hospital or your local hospital.

Tobacco-Free Facility
Grand River Hospital is a tobacco/smoke-free campus. We are not taking away your choice to use tobacco products, but we are asking you not to use them on hospital property. This initiative shows our ongoing commitment to the health and safety of our patients, employees and visitors, and supports the community initiatives toward healthier lifestyles.

Parking
If it is your first visit to the Grand River Regional Cancer Centre, we recommend you park in the parking garage, as you may be at the cancer centre for more than two hours.
Disabled persons parking is available by the main entrances of Grand River Hospital and the cancer centre, as well as on the first floor of the parking garage.

Grand River Hospital Parking Garage
Cost: $2.50 per half-hour to a maximum of $12.50 per exit.
Payments: Credit cards, coins and bills are accepted.
Reserved parking space is available for outpatient oncology patients on the first floor of the parking garage. You must have a valid permit to park on this level. Permits may be obtained through the cashier’s office located in the main hospital and are reserved for patients with mobility challenges. Please note that permit holders do not receive a reduction in parking rates; the cost of each parking visit is still as listed above.
Monthly Passes
For those patients that will be at the hospital for multiple visits in a month, there are monthly parking passes available for **$32.00 per month**. These can be obtained from the cashier's office located in the main hospital.

Pay And Display Parking
**Cost: $2.50 per half hour**
Pay and display parking is available by the main entrance of Grand River Hospital, in the lot at 40 Green Street and the Rotary lot on King Street, directly across from the parking garage.
Be advised that parking rates are subject to change without notice.

Accommodations
For information regarding accommodations in the Kitchener-Waterloo Region, contact the volunteer coordinator at **519-749-4370 ext. 5799**.
General Information

Directions To The Cancer Centre

The Grand River Regional Cancer Centre is located at Grand River Hospital’s KW Site at 835 King Street West, Kitchener.

For directions to the KW Site, please call 519-749-4300 ext. 2499 or visit our website at www.grhosp.on.ca/cancerprogram

Special Considerations

Help Getting To Your Treatment Sessions

Canadian Cancer Society volunteers are available to help with your transportation needs. Please be advised that the volunteer drivers need 48 to 72 hours notice to arrange a ride for you.

If you need a ride to your appointment at the Grand River Regional Cancer Centre, please contact the Canadian Cancer Society toll-free at 1-888-939-3333. Please note that wheelchairs are available at the cancer centre.

Waiting At The Cancer Centre For Your Treatment

If you have difficulty sitting and require a bed prior to your appointment, please inform main reception when you arrive at the cancer centre.

Tax Deductible Expenses

Certain expenses incurred during treatment may be tax deductible. You are advised to maintain a record of all of your appointments and expenses, including receipts for medications and parking, if you intend to claim these.

For more information about refundable medical expenses, go to the Revenue Canada Agency website at www.cra-arc.gc.ca, or call toll-free, 1-800-267-6999.
Your First Appointment
GENERAL CLINIC INFORMATION

An Appointment Is Necessary
To receive the attention you need, an appointment is always necessary. You may contact the patient triage line at 519-749-4380 if you feel you need an appointment to see a member of your care team before your next scheduled visit. If you need immediate medical care, go to the emergency department of Grand River Hospital or your local hospital.

Be Prepared To Stay
Your first visit at the cancer centre may be more than two hours.

Parking For Your First Visit
Because your first appointment may take more than two hours, please park in a location that accommodates extended parking, such as the parking garage.

Visiting The Cancer Centre While Ill
To prevent the spread of any respiratory infections like colds or influenza, anyone who enters the cancer centre or hospital with a fever, a new or worsening cough, or shortness of breath will need to wear a mask. Masks are available at the main entrance of Grand River Hospital and the cancer centre. Family members who are ill must NOT attend appointments.

Hand Hygiene Practices
Hand hygiene is the single most important way to prevent the spread of infection. Use the alcohol-based hand rub available throughout the cancer centre and the hospital, as it is even better than washing hands with antibacterial soap. However, hand washing with soap and running water is advised if your hands are visibly soiled.

Perfume Or Cologne
We request that all persons coming to the cancer centre refrain from wearing perfumes, colognes or highly-scented lotions or products since many patients and staff have allergies or sensitivities when exposed to these products.
FREQUENTLY ASKED QUESTIONS

Why am I being sent to the Grand River Regional Cancer Centre?
You have likely been referred to the cancer centre because your doctor wants you to receive further investigation, treatment or support from specialists who work at the cancer centre.

What happens when my doctor sends me to the Grand River Regional Cancer Centre?
The doctor who has referred you to the cancer centre will send a copy of your medical information, including copies of your x-rays and bloodwork. Once this information has been received, your referral can be processed and an appointment will be booked for you.

What kind of treatment will I receive?
An individual plan of care will be developed during your initial consult with your oncologist.

Will my other doctor(s) know what is happening to me?
Information about your visit is sent to your doctor(s) after each visit to the cancer centre. Your family doctor is an important part of your care team and will still be responsible for general medical care. Your surgeon works closely with medical and radiation oncologists and other members of the team to support your ongoing treatment needs.

Who will I meet?
You will meet the members of your care team at the cancer centre. Your team is dedicated to providing you with the very best care available.
Your First Appointment

Appointment Checklist

Before you leave your house on the day of your appointment, review the checklist below to make sure you come prepared.

Wear comfortable clothes and bring:

- Money to pay for parking in the hospital parking garage. Credit cards, coins and bills are accepted.
- Someone to wait with you and support you during your visit.
- This booklet - your Patient Orientation Resource Guide.
- Your Ontario health card.
- The name, address and phone number of your family doctor.
- If you have a drug benefits plan, please bring your card with you.
- The current medications you are taking in their original containers.
- Any vitamins, minerals, herbal supplements or over-the-counter medications that you are taking, in their original containers.
- A list of your allergies and sensitivities.
- A notebook and pen to record information.
- A list of questions you may have for the doctor, nurse or pharmacist.
- A drink and/or snack from home. You may also purchase a snack from the cafeteria or Tim Hortons, located in Grand River Hospital.
- Something to help you pass time if you have to wait (book, knitting, etc.).

Arriving At The Cancer Centre

At your first visit you will need to register at the main registration desk in the front lobby of the cancer centre. After you have registered, one of our volunteers will be happy to guide you to your clinic appointment. Volunteers are available to help you complete your ESAS (patient reported symptom assessment) at one of the stations. You will then be seated until the doctor is ready to see you. At every visit you must check in at main registration and receive your armband. You will be requested to wear this for all appointments and treatments.

Patient Reported Symptom Assessment

What is ESAS (Edmonton Symptom Assessment Scale)?

ESAS is a tool to report symptoms you are experiencing.
How do I complete an ESAS?
ESAS stations are located in all patient waiting areas in the cancer centre. Volunteers are available to assist you, if needed.

When do I complete the ESAS?
Every time you have a clinic visit, your care team would like you to complete an ESAS. If you are here for radiation treatments you will be asked to complete the ESAS before your first treatment and then weekly before your review appointment with the radiation oncologist.

Why do I need to complete an ESAS?
Members of your care team use your answers to develop your plan of care.

Patient Reported Functional Status (PRFS)
PRFS is an assessment tool completed by you to report to your care team how you are functioning in your day to day life at home. The results of the PRFS will be used in combination with your ESAS results to ensure your care team is able to address your emotional and physical symptoms related to your cancer diagnosis. The PRFS is completed each time you complete your ESAS.

Meeting the Oncologist and Oncology Clinic Nurse
When it is your turn to see the doctor, you will be called into an examination room. We encourage you to bring a family member or a friend to support you during your appointment. At this time you will meet your oncologist and your oncology clinic nurse (OCN). You will likely be examined and then they will talk to you about treatment options.

It may be possible for you to reach a decision about your treatment plan at this visit, or you and the oncologist may need more time to decide on the best treatment plan for you. We want to make sure that you have a clear understanding of your diagnosis and the recommended treatment plan.

Once a treatment plan is established, you will be asked to sign a verification of treatment form, also known as a consent form. This form verifies that you understand the treatment risks, benefits, and alternatives, and that you agree to have the treatment. You may withdraw your consent for treatment at any time if you change your mind.
SAMPLE QUESTIONS TO ASK AT YOUR FIRST APPOINTMENT

It is helpful to bring a list of questions to discuss with your oncologist on the day of your first appointment.

Questions To Ask Before Treatment Begins:

• What is my diagnosis?
• Is there any evidence the cancer has spread?
• What are my treatment choices? Which do you recommend for me? Why?
• What are the expected benefits of each treatment?
• What are the risks and possible side effects of each treatment?
• Will I have to change my normal activities? If so, for how long?
• What can I do to prepare for treatment?
• How often will I have treatments?
• How long will my treatments last?
• Is there a cost to the treatment?
• Can I still engage in sexual activity?
• Is infertility a side effect of cancer treatment? Can anything be done about it?
• Are there any clinical trials available for my disease site?

Please note:
You will have many opportunities to ask the oncologist and your oncology clinic nurse to explain things to you and to get more information.
Patient & Family Resources
Patient & Family Resources

Grand River Regional Cancer Centre Programs and Services

Your Care Team

Your cancer care team offers a range of resources, professional staff and services that will support you and your family during your cancer journey – from the time of diagnosis through to the end of your treatment.

Your care team is an interdisciplinary team, available to provide you with information, education, psychosocial support, nutritional therapy, rehabilitation, spiritual care and pain and symptom management.

If you would like to know more about the services and resources available, please ask your oncology clinic nurse for more information.

Your care team consists of a number of different cancer care professionals. These may include:

**Oncologist or Hematologist**

Medical oncologists, radiation oncologists and hematologists are all doctors who specialize in the diagnosis and treatment of cancer. They work with you and the rest of your care team to determine your treatment options and to deliver the treatment plan.

**Palliative Care Physician**

Palliative care physicians are available for consultation. They work with you and the rest of your care team to help manage complex symptoms resulting from your illness or treatment.

**Nurse (RN)**

You will likely meet a number of different nurses during your visit to the cancer centre.
Specialized oncology nurses are registered nurses who specialize in cancer care. Nurses work in the outpatient clinics, chemotherapy suite, radiation review, inpatient oncology and clinical trials.

**Oncology Clinic Nurse (OCN)**

Each patient will be linked with an oncology clinic nurse at the first outpatient clinic visit. He or she will become the main contact person to help you manage your symptoms and to answer any questions or concerns you may have during your treatment. The oncology clinic nurse acts as a link between you, your care team, and resources in the community, to help you during your cancer treatment.

**Nurse Navigators**

Nurse navigators work with an interdisciplinary team to help facilitate the needs of patients in order to provide seamless care during the diagnostic phase of the cancer journey.

Nurse navigators will:

- develop and coordinate the triage process with an initial assessment including health history and risk assessment screening;
- play a critical role in communication and coordinating activities for patient navigation; and
- provide ongoing psychosocial support assessing the need for additional patient/family support care services as needed throughout the diagnostic journey.

**Advanced Practice Nurses**

Advanced practice nurses include a clinical nurse specialist and a nurse practitioner. They have highly specialized training in their chosen cancer care specialty, with a focus on the overall health and wellness of each patient. They work closely with the oncologists to assure coordination of care. Advanced practice nurses do direct clinical care, research, organizational leadership and education.
Volunteers
All of our volunteers have been carefully screened and have attended training programs specific to their placement in the cancer centre. Our volunteers help make your visit as easy and comfortable for you as possible.

Pharmacist
Pharmacists work closely with your oncologist and your care team. They are clinically trained to evaluate chemotherapy treatment, provide drug information and make recommendations on medication-related issues.

Social Worker (SW)
Social workers provide assistance, information, support, and counselling to help preserve your emotional well-being and maintain your quality of life. Social workers can assist you to access resources and are available to help both you and your family.

Occupational Therapist (OT)
The occupational therapist is trained to assess and treat lymphedema of the extremities, head/neck, and/or trunk that are experienced following cancer treatment. Additional services offered include treatment of reduced shoulder range of motion, axillary cording and pain issues resulting from breast cancer surgery and radiation.

Radiation Therapist
Radiation therapists work with radiation oncologists to plan and deliver radiation treatments and monitor any side effects of treatment.
Registered Dietitian (RD)
Registered dietitians are available to provide nutrition information and education to you and your family. Good nutrition will help you to improve and maintain your strength and energy; stay at a healthy weight; manage the side effects of your therapy, and recover more quickly from your treatments.

Secretaries
Secretaries in the outpatient clinics, chemotherapy and radiation therapy programs schedule tests, book appointments and support your treatment process. If you need to change an appointment, your secretary can be reached through the automated telephone line at 519-749-4380.

Spiritual Care Provider
Care for one’s spirit is an important part of any journey. Spiritual care involves all faith traditions, including individuals who do not belong to a church, mosque, synagogue, temple or other faith community. We work with you and your family, your supportive care team and local spiritual caregivers.

Your care team
A space has been provided on page 30 of this resource guide for you to record the names of the dedicated cancer care professionals who make up your personal care team.
How To Contact Your Care Team

Please call 519-749-4380. This is an automated telephone service. If you have a rotary dial phone, stay on the line to speak with the operator. Please listen carefully to the message in order to properly direct your call.

If you are a patient and you are not feeling well, or you are calling for a patient, press option #1 and you will be directed to the patient triage line where a secretary and nurse will respond to your concerns.

You will not be able to talk to your nurse right away because he/she will be working in the clinic with other patients.

To save you time, please have the following information ready before your call:

- Your name
- Your Medical Records Number (MRN) and your date of birth
- A phone number where you can be reached
- The name of your oncology clinic nurse and oncologist
- Your reason for calling

Please be advised that all calls are answered in the order they are received. These phones are very busy, so you may need to wait on the line for a few minutes before your call is answered. Please stay on the phone until a line is free.

You will be asked a number of questions to determine the urgency of your call. Please remember that if the triage nurse determines that your call is non-urgent, your clinic nurse will return your call later in the day or within the next 48 hours.

The patient triage line, 519-749-4380, is open Monday to Friday from 8:30 a.m. to 4:00 p.m.

Important note:
The patient triage line does not replace the emergency room. If you are having symptoms and feel that you need emergent care, please proceed to your closest emergency department.
When To Contact Your Care Team

Contact the patient triage line at 519-749-4380 if you experience any of the following symptoms:

• A fever of 38.3° Celsius (101° Fahrenheit) or higher
• Fever of 38.0° Celsius (100.4° Fahrenheit) that lasts for more than one hour
• Sudden onset of shortness of breath
• Persistent and severe nausea or vomiting that continues for more than 24 hours
• Persistent diarrhea that lasts more than 48 hours
• Constipation that lasts for more than 72 hours
• Sore throat or mouth (red or sore areas seen in the mouth)
• Severe night sweats that require changing your night clothes and bed sheets
• Pain or burning when urinating
• Any weakness or numbness in your legs, arms, difficulty walking, inability to urinate or you have a loss of bowel or bladder control
• Sudden or severe rash, hives, itching or swelling
• Unusual swelling of an arm or leg
• Pain, redness, swelling or warmth at injection site where chemotherapy was administered
• Sudden, increased, changed or uncontrolled pain
• Unusual bruising or bleeding (i.e. with bowel movements or urine)

Important note:

If these symptoms occur after 4:00 p.m., on a weekend, or on a holiday, please go directly to the emergency department at Grand River Hospital or your local hospital.
Surgical oncology refers to the surgical removal of cancer. Surgery is the most common form of cancer treatment. It can be used to diagnose or stage cancer. It is sometimes curative itself, but most often it represents the first part of a comprehensive and multidisciplinary treatment program specific to the patient’s needs.

Chemotherapy
Chemotherapy is the use of drugs or medicine to treat cancer. It may be given in pill form or it may be injected into a vein. Depending on the type of cancer you have, chemotherapy may be offered to you as a treatment option.

Radiation Therapy
Radiation therapy is a form of cancer treatment that directs high-energy radiation beams at cancer cells to eliminate them, or to shrink tumours. Radiation therapy can be used by itself or in combination with other treatment forms. There are several ways that radiation can be delivered. Depending on the type of cancer you have, radiation may be offered to you as a treatment option.

Clinical Trials
A clinical trial is a scientific study used to evaluate new treatments, protocols and medications. Clinical trials can be a treatment option for you. You may be asked to participate in a trial as part of your treatment, but the decision to take part in a trial is up to you.

For more information regarding clinical trials or to find out if you may be eligible to participate in a trial, speak to your oncologist or oncology clinic nurse. Information can also be found on the Ontario Cancer Trials website at www.ontariocancertrials.ca.

Diagnostic Assessment Programs (DAPS)
Diagnostic assessment programs are innovative programs that assess and diagnose certain cancers at the earliest possible phase. DAPs provide quick access to testing and diagnosis, consultation with a multidisciplinary team, and provision of patient and family support throughout the diagnostic journey. There are DAPs for colorectal, lung, breast, and prostate cancers.
SHORTNESS OF BREATH CLINIC
If you are currently receiving care at GRRCC and are struggling with your breathing, you can be referred to a breathing program to help improve how you manage your breathing on a day to day basis.
The cancer centre also offers a malignant pleural effusion (MPE) clinic in the outpatient setting. MPE is the accumulation of excess fluid in the lungs and is a common complication of cancer. This clinic offers patients with MPE the ability to have a small procedure done to assist with their breathing management.

SMOKING CESSATION CLINIC
All patients, at admission or during a clinic visit, will be screened for tobacco use and dependency. Patients identified as using tobacco products within the last six months will be encouraged to quit or reduce use and offered education and counseling on cessation using the “5A model of minimal contact tobacco intervention: ask, advise, assess, assist and arrange. We aim to support our patients and families struggling with tobacco addiction and to offer wellness interventions to support their success in facing tobacco addiction. **We encourage patients who wish to quit smoking to contact our free smoking cessation clinic by calling 519-749-4300 ext 3848.**

GENETIC COUNSELLING
Most cancers are not hereditary, but about 10 percent of cancers may be due to a genetic predisposition. A genetic counsellor can review your personal medical and family history to provide a risk assessment for hereditary cancer. Some families will be offered genetic testing, if appropriate. **Talk to your oncologist, clinic nurse, or contact the genetics clinic at 519-749-4300 ext. 5988 for more information.**

MUSIC THERAPY
Music therapy is available to all patients undergoing cancer treatment. Music can be an effective tool for dealing with some of the emotional, physical, and spiritual effects of cancer. In particular, music therapy can be useful for dealing with depression, anxiety, practicing relaxation, and pain management. No musical experience is required. Please speak to any member of your health care team for a referral.
Health Care Centre Pharmacy Services

Phone: 519-749-4227 • Fax: 519-749-4327

The Health Care Centre Pharmacy is owned and operated by Grand River Hospital with revenues used to support the hospital and the cancer centre.

- The pharmacy is conveniently located within Grand River Hospital, near the main entrance, with an additional unit located on the fourth floor of the cancer centre beside the chemotherapy treatment area.
- The pharmacy offers medications and specialty oncology products that may not be available at your local pharmacy.
- Your oncologist can send prescriptions to the Health Care Centre Pharmacy at your request. Your prescriptions can be filled before you leave the clinic that day.
- Pick-up or home delivery of your prescriptions is also available.
- All major drug plans are accepted. Please have your insurance card information available.

Prescription Information

For a refill of your cancer treatment medication, please ask your pharmacist to fax a request to your oncologist’s office at 519-749-4378. The cancer centre requires 48 to 72 hours notice for any refills. If your family doctor gave you a prescription, please call him/her for a refill.

Drug Coverage

It is recommended that all patients understand what coverage they have for prescription drug costs. If you have a drug insurance plan, please bring your card to the pharmacy. If the Community Care Access Centre covers the cost of your medication, or you are receiving government assistance, please bring a copy of your current card with you.

If you have any questions about what is covered or the cost of a medication, please speak with your clinic nurse or social worker about drug coverage information, including government assistance programs. You may be referred to a drug access facilitator who can also help you navigate through any drug reimbursement systems.

Cancer Centre Resources

The patient and family resource centre is located on the main floor of the cancer centre, to the right of the main entrance.
You may do online research, borrow books or videos, or obtain free pamphlets. If you need assistance accessing any of the resources in the library, one of our volunteers will be happy to help.

**Cancer Centre Website**

For more information about the Grand River Regional Cancer Centre, please visit us online at [www.grhosp.on.ca/cancerprogram](http://www.grhosp.on.ca/cancerprogram)

**Patient Education & Wellness Workshops**

**Patient Orientation Workshop**

- Learn about the resources available at GRRCC, in our community and our wellness workshops
- Take a guided tour of the cancer centre
- How to prepare for your first clinic appointment

**Wellness Workshops**

**Coping with Cancer**

- Introduction to the emotional, psychological, physical, and practical issues faced by people diagnosed with cancer
- Tips, supports, and resources available to help you cope

**Strategies for Living with Fatigue**

- Understanding cancer related fatigue and its causes
- Practical strategies for managing day-to-day cancer related fatigue
- The importance of maintaining a basic level of activity
Wellness Workshops continued...

**Maintaining Weight for Wellness**
- The benefits of good nutrition during cancer treatment
- Protein, carbohydrates and fat in a well-balanced diet
- Maintaining a healthy weight during treatment
- Tips to help you eat when you don’t feel like eating

**Current Trends in Nutrition**
- Increase understanding of the role of nutrition through review of the latest scientific data available
- Controversial aspects of nutrition, such as antioxidant vitamins – are they helpful or harmful during treatment?
- Specific foods and nutrients to be discussed include: green tea, soy, omega 3 fats, vitamin D, fruit and vegetables

**Breast Cancer & Nutrition “What You Should Know”**
- Increase knowledge related to the role of nutrition and breast cancer
- Provide suggestions for dietary changes that may help in the prevention and/or recurrence of breast cancer
- Topics covered: healthy eating, healthy weights, supplements, alcohol, physical activity, phytoestrogens, organic foods, calcium and vitamin D

**The Financial Cost of Cancer: Exploring Possibilities**
- Overview of income maintenance programs
- Drug coverage options available
- Applications for benefits will be available at workshop

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**Workshop Registration**
If you would like to attend a patient orientation session or wellness workshop, you must sign-up ahead of time.

*Online: www.grhsosp.on.ca/wellnessworkshops*
*In person: at the cancer centre main registration desk*
*Phone: 519-749-4370 ext. 5497*
COMMUNITY RESOURCES

Canadian Cancer Society

The Canadian Cancer Society offers support and information for people living with cancer, their caregivers, family and friends. The society provides:

- **Reliable information** from cancer specialists about all types of cancer, risk reduction, treatment, side-effects and cancer-related services.
- **Support from a survivor or caregiver** who has had a similar experience.
- **Transportation** to and from your cancer-related appointments if needed.
- **Help to quit smoking** from a trained quit specialist.

*Phone Toll-Free: 1-888-939-3333*
*Website: www.cancer.ca*
*Local Unit Office: 108 Ahrens Street West, Unit 4 Kitchener • 519-886-8888*

University of Waterloo (UW) WELL-FIT Program

The UW WELL-FIT program is a personal exercise program for individuals undergoing cancer treatment. UW WELL-FIT provides an opportunity for individuals with cancer to participate in supervised exercise in a safe, private, and supportive small group environment.

The objective of the UW WELL-FIT program is to improve quality of life during cancer treatment.

All participants require a referral from their oncologist to participate in the UW WELL-FIT program and are closely monitored by certified exercise professionals. Ask your oncologist if this program is suitable for you.

*Phone: 519-888-4567 ext. 36841*
*Email: fitness@healthy.uwaterloo.ca*
Look Good, Feel Better®

Look Good, Feel Better® is a free two-hour workshop offered monthly for women interested in learning how to manage appearance-related side effects of cancer and its treatment. Participants are provided with the opportunity to learn make-up tips, hair alternatives, nail and skin care and cosmetic hygiene. All participants receive a complimentary cosmetic kit full of products generously donated by the member companies of the Canadian Cosmetic, Toiletry and Fragrance Association (CCTFA). Space is limited for this program, so register early.

To register call main reception at 519-749-4370 ext. 5497
For additional information, please call 1-800-914-5665
or visit www.lookgoodfeelbetter.ca

HopeSpring Cancer Support Centre

HopeSpring is a warm and caring support centre for people living with cancer, their families and friends. Drop-ins are welcome. No referral or appointment is necessary. Trained volunteers are available to share information about the programs and services offered at HopeSpring or to offer emotional support.

Phone: 519-742-4673
Website: www.hopespring.ca
Location: The Conrad Medical Centre
16 Andrew Street, Unit 2, Waterloo
(entrance from the parking lot/back of building)

Hospice of Waterloo Region

Hospice of Waterloo Region is a volunteer organization dedicated to providing comfort, care, and support to people affected by life-threatening illness. Services are provided in home, hospital, or long-term facility settings by trained volunteers.

Phone: 519-743-4114  Website: www.hospicewaterloo.ca
Location: 298 Lawrence Avenue, Kitchener
Patient Reference Information
**MY MEDICATIONS**

Use this section of your orientation resource guide to keep track of the names and dosages of your medications.

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<th>My prescription medications:</th>
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Patient Reference Information

Name: ____________________________________________

Medical Records Number (MRN): ______________________

MY CARE TEAM

A list of your care team members is also available online.

Grand River Regional Cancer Centre Phone Number: 519-749-4380

Medical oncologist or hematologist: ______________________

Radiation oncologist: ______________________

Surgeon: ______________________

Pain and symptom physician: ______________________

Oncology clinic nurse: ______________________

Nurse navigator: ______________________

Advanced practice nurse: ______________________

Social worker: ______________________

Dietitian: ______________________

Physiotherapist: ______________________

Pharmacist: ______________________

Spiritual care provider: ______________________

Appointment secretary: ______________________

Other: ______________________
Are you coping with cancer? We can help.

The Canadian Cancer Society is an important source of information and caring support for you and your loved ones.

Call the Canadian Cancer Society at 1 888 939-3333 to access our free services. Talk to our cancer information specialists, visit our website at www.cancer.ca and look for us at the cancer centre and lodge.
As an integrated cancer program of Grand River Hospital, the Grand River Regional Cancer Centre is a full service and comprehensive cancer treatment and research centre.